

CAPITA



NHSScotland Staff Survey 2015

National Report

November 2015



SCOTTISH GOVERNMENT

Contents

1	Introduction	3
2	Background	3
2.1	Survey purpose	3
2.2	Policy context	4
3	Survey methodology	5
4	Response rates	6
5	Notes to aid interpretation	9
6	Key findings	10
6.1	Five most positive perceptions in 2015	11
6.2	Five least positive perceptions in 2015	12
6.3	Summary results by Staff Governance Standard	13
6.4	Main changes: 2014 to 2015	14
6.5	Identifying opportunity for improvement across NHSScotland	19
7	Well informed	23
8	Appropriately trained and developed	25
9	Involved in decisions	27
10	Treated fairly and consistently, with dignity and respect in an environment where diversity is valued	29
10.1	Unfair discrimination	31
11	Provided with a continuously improving and safe working environment promoting health and wellbeing of staff, patients and the wider community	33
11.1	Bullying/harassment	35
11.2	Emotional/verbal abuse and physical violence	37
12	Overall experience of working for NHSScotland	39
13	Participant profile	42
NHSScotland Staff Survey 2015 Appendices to National Report		50
Introduction		50
Appendix A: Background		51
1	Types of survey questions	51
1.1	'Top-level' and 'sub' questions	51
1.2	Attitudinal questions on a five point scale	51
1.3	Attitudinal questions on a six point scale	51
1.4	Non-scale questions	52
2	Calculation and reporting of results	53
2.1	Percentage of positive responses	53
2.2	Protecting the anonymity of respondents	53
3	Guide to the National Report	53
3.1	Survey response	54
3.2	Key findings and summary of results	54
3.3	Comparison to the 2014 Staff Survey	55
3.4	Identifying opportunity for improvement	55
3.5	Main results charts	55
Appendix B: Significant change in findings between 2014 and 2015		56
Appendix C: Results by NHS Board		60
Appendix D: Results by staff group		70
Appendix E: Results by employment & socio-demographic groups		75
Appendix F: Comparison with Previous Surveys		96

1 Introduction

This National Report provides an overview of the results of the 2015 NHSScotland Staff Survey. Previous surveys were conducted in 2006, 2008, 2010, 2013 and 2014. Capita Surveys and Research was commissioned by the Scottish Government (SG) to carry out the fieldwork and analysis for the 2015 survey.

For ease of reference this report is accompanied by a separate document called the Appendices to National Report and contains a number of appendices which provide further supporting information to help you to make sense of the survey results. These appendices are:

Appendix A: describes the types of questions included in the survey, the way the results were calculated and important points and caveats the reader should be aware of when using and interpreting the findings.

Appendix B: comprises of a series of tables showing the percentage of positive and the percentage of negative responses received for each question, in 2015 and 2014. The column on the right of the table uses a colour coding system to show whether the differences between the positive responses in 2014 and 2015 were statistically significant improvements (green), statistically significant deteriorations (red) or not statistically different from each other (grey).

Appendix C: comprises of a series of tables showing the percentage of positive responses received for each question, by each NHS Board in NHSScotland. For ease of reading, Boards have been grouped into three categories: Mainland Boards, Island Boards and National Bodies / Special Boards.

Appendix D: comprises of a series of tables showing the percentage of positive responses received for each question, by each staff group within NHSScotland. In order to preserve anonymity results for sub-groups comprising of fewer than ten respondents are not shown (the total number of responses is shown as <10 and the results column is left blank). Responses from these staff groups have been included in the overall results.

Appendix E: comprises of a series of tables showing the percentage of positive responses received for each question, by employment and socio-demographic characteristics of the staff in NHSScotland. Groups include Working Pattern, Length of Service, Age, Caring Responsibilities, Disability, Ethnicity, Gender and Gender Reassignment, Religious Beliefs and Sexuality.

Appendix F: is a table for comparing the percentage of positive responses for each question in 2015 with the corresponding results in each of the previous staff surveys.

2 Background

2.1 Survey purpose

The National Staff Survey gives all NHSScotland staff the opportunity to provide feedback on their experience of working for the organisation. The results are used to identify areas where things are going well and potential areas for improvement, to monitor trends and to assess organisational performance against the five key strands of the Staff Governance Standard.

The findings from the NHSScotland Staff Survey are used by a range of stakeholders, including:

- individual NHS Boards;
- the Scottish Government; and
- partnership groups such as the Scottish Partnership Forum (SPF) and the Scottish Workforce and Staff Governance (SWAG) Committee.

For further information see the [NHSScotland Staff Governance website](#).

2.2 Policy context

Each NHS Board in Scotland must operate within the NHSScotland Governance Framework. Staff Governance is a key and integral part of this Framework and focuses on how NHSScotland staff are managed and feel they are managed. The commitment to Staff Governance was reinforced within the NHS Reform (Scotland) Act 2004 and implemented through the introduction of the Staff Governance Standard. The current (4th) edition of the *Staff Governance Standard* was published in June 2012.

In June 2013, the 2020 Workforce Vision '*Everyone Matters*'¹ was launched by the Cabinet Secretary for Health and Wellbeing. The Workforce Vision supports the 2020 Vision for Healthcare in Scotland and makes a commitment to valuing the workforce. Reflecting the views of 10,000 staff, it captures the changes that will be made to how NHSScotland staff work and the work they do. An '*Implementation Framework and Implementation Plan for 2014/15*' was published in December 2013, and the 2015/16 Plan was published in November 2014. The implementation of the Staff Governance Standard is integral to the delivery of '*Everyone Matters*'.

The Staff Governance Standard sets out what employers must do to develop and manage their staff. It recognises that a motivated and engaged workforce leads to better organisational performance and an enhanced quality of service to patients. The revised Standard describes what staff can expect from their Boards, but also the corresponding staff responsibilities.

The Staff Governance Standard requires all Boards to demonstrate that staff are:

- Well informed
- Appropriately trained and developed
- Involved in decisions
- Treated fairly and consistently, with dignity and respect, in an environment where diversity is valued
- Provided with a continuously improving and safe working environment, promoting the health and wellbeing of staff, patients and the wider community.

Implementation of the Staff Governance Standard is monitored on an annual basis. Boards are expected to monitor progress across their organisations, and provide assurance to the Scottish Government. The national monitoring return which Boards submit to the Scottish Government is also expected to highlight the action being taken to address the issues identified by each Board's staff survey results.

The results presented in this report are set out according to these five elements of the Standard, along with findings relating to the overall experience of working for NHSScotland.

¹ '*Everyone Matters*' and accompanying documents are available at <http://www.workforcevision.scot.nhs.uk>

3 Survey methodology

The fieldwork for the 2015 Staff Survey was conducted between 10th August and 23rd September 2015. As in previous years, all members of staff across NHSScotland were invited to participate. The survey was multi-modal and gave staff the opportunity to contribute their views:

- on-line (using a secure URL and individual password);
- by postal questionnaire; or
- over the telephone.

The promotion of the survey to NHSScotland staff was the responsibility of each NHS Board. A range of promotional material was developed by Capita Surveys and Research to support NHS Boards in developing their local communication strategies.

Weekly e-mail reminders were sent to staff who had not completed the survey.

The survey questions were agreed by the Scottish Workforce and Staff Governance (SWAG) Committee. These were largely based on the 2014 questions. Boards were also given the opportunity to ask up to three local questions. Throughout the 2015 National Report, comparisons are made with the 2014 survey and with earlier ones where possible. There have been alterations to the questions over the years, which limit the number of time trend comparisons that are possible. The report commentary focuses mainly on the all-NHSScotland findings, but does make reference to notable differences in results across NHS Boards and staff groups.

A sample profile, detailing the employment and socio-demographic characteristics of the staff who responded to the survey, is shown at the end of this report in Figure 13 Participant Profile. The profile of staff who responded to the 2015 Survey is broadly in line with that of all staff employed within NHSScotland. The 2015 sample profile is also very similar to the equivalent profile for the 2014 Survey.

It was not possible to calculate accurate response rates for individual staff groups as some of the staff group categories used within the survey do not map directly to the SWISS (Scottish Workforce Information Standard System) categories that the staffing figures for NHSScotland are based on.

As with previous NHSScotland Staff Surveys, the results are un-weighted with no adjustments made for the relative size of, or response rate within, NHS Boards, staff groups or socio-demographic groups.

Included in this National Report are results for individual NHS Boards (Appendix C) and staff groups (Appendix D), as well as for employment and socio-demographic groups (Appendix E).

Findings across the current and previous five NHSScotland Staff Surveys are summarised in Appendix F.

4 Response rates

During the survey live period, 60,681 NHSScotland staff completed a questionnaire and submitted their views to Capita Surveys and Research, which calculates as a 38% response rate based on 160,635² employees and is the highest participation rate of the survey since its inception. In 2015, there was an increase in participation of three percentage points on the 2014 staff survey (an additional 5,604 staff on 2014 survey). The majority of staff (92%) submitted their response via the on-line survey; around 8% were submitted by post using a paper questionnaire (this was 12% in 2014), with less than 1% using the telephone completion service.

Response rates varied between Health Boards, from 30% to 84%. NHS Health Scotland had the highest response rate (84%), followed by NHS Healthcare Improvement Scotland (80%). NHS Greater Glasgow and Clyde had the lowest response rate (30%).

Eighteen of the 22 Health Boards improved their response rates (by between 1 and 10 percentage points) on the 2014 survey. The largest increases in response rates were recorded by NHS24 (+10 percentage points), NHS Shetland and NHS Forth Valley (+6), NHS Greater Glasgow and Clyde (+5) and NHS Lanarkshire, Scottish Ambulance Service and NHS Grampian (+4). Of the four Health Boards with response rates lower than in 2014, The State Hospitals Board for Scotland recorded the largest fall in response rate, from 46% to 34%.

Health Boards were grouped into three types for analysis: Mainland Boards; Island Boards and National Bodies/Special Boards.

The National Bodies/Special Boards had the highest average response rate (58%), and the Island Health Boards had an average response rate of 55% and Mainland Health Boards had an average response rate of 39%. The higher response rate for staff working in some National Bodies/Special Boards may reflect the fact that the majority of these staff are office-based administrative and clerical staff with direct access to a computer. For individual Health Boards, the lowest response rates tended to be in the larger Mainland Boards, whilst the smaller Island Boards had higher response rates.

Three Boards operated their survey entirely online (with the option to complete via a telephone interview), the remaining 19 provided paper questionnaires to a proportion of their staff for whom computer access was limited. Across these Boards, the proportion of responses submitted on paper ranged from 0% to 31%.

As noted above, the sample profile for the 2015 survey is described at the end of this report in Figure 13 Participant Profile. Figures 13 and 13a shows the employment profile and Figures 13b to 13e provide the socio-demographic profile.

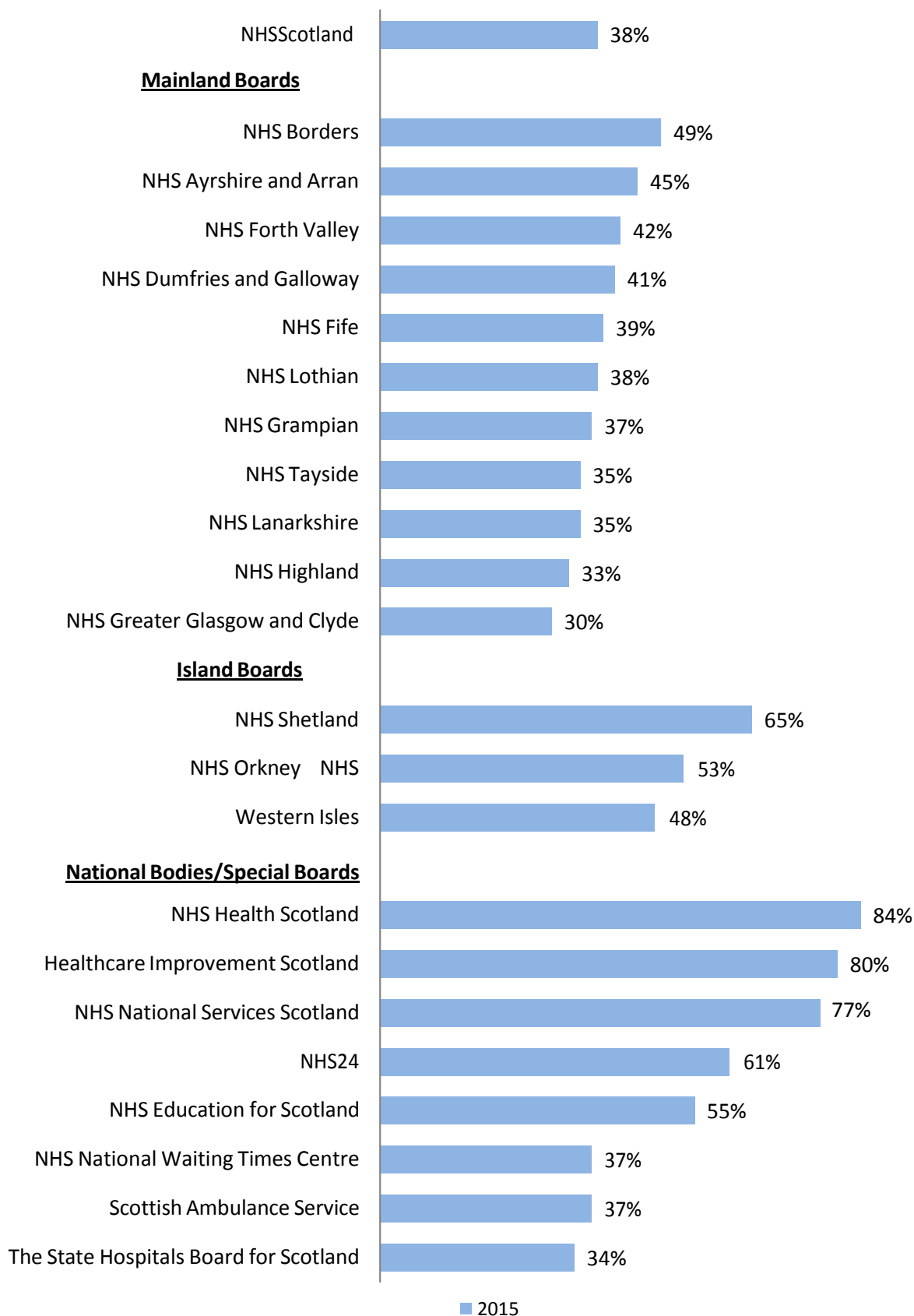
The overall staff group participation profile has shown little change between 2014 and 2015 survey results, which provides a good basis for a consistent comparison between the years.

Figure 1a on the following page shows response rates for Health Boards for 2015.

Figure 1b on page 10 shows a comparison of response rates between Health Boards for 2015, 2014 and 2013.

² Source: ISD, employee headcount numbers as at 30 June 2015, total for NHSScotland

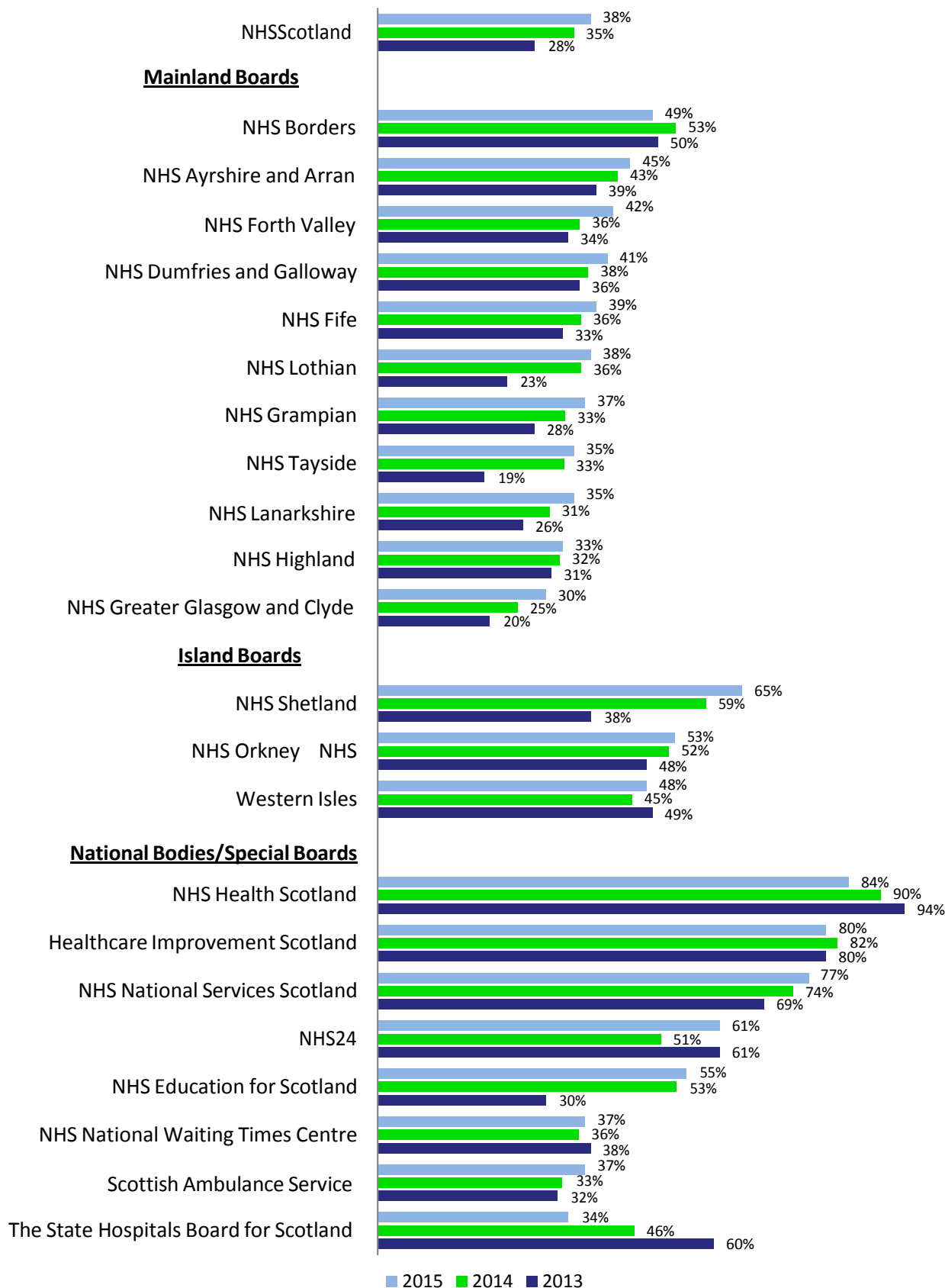
Figure 1a: Percentage of staff who completed the NHSScotland Staff Survey 2015, by NHS Board (grouped by Board type and ranking of response rate)^{3 4}



³ Percentage response calculated according to the number of NHSScotland staff in post (headcount) on 30th June 2015. (Source: NHS Scotland Workforce)

⁴ A member of staff may be employed by more than one NHS Board; however each member of staff is counted only once in the NHSScotland headcount total.

Figure 1b: A three year comparison of the 2013, 2014 and 2015 response rates for the NHSScotland Staff survey by NHS Board (grouped by Board type and ranking of response rate)^{5 6}



⁵ Percentage response calculated according to the number of NHSScotland staff in post (headcount) on 30th June 2015. (Source: NHS Scotland Workforce)

⁶ A member of staff may be employed by more than one NHS Board; however each member of staff is counted only once in the NHSScotland headcount total.

5 Notes to aid interpretation

The 2015 Staff Survey comprised 31 top-level questions, which all staff were expected to answer (21 attitudinal statements with a five-point response scale, two attitudinal statements with a six-point response scale and eight categorical e.g. Yes/No questions). There were also 14 sub-questions, to be answered only if relevant to a previous response.

As with previous surveys, the main unit of measurement is the percentage of staff who answered positively to each question.

For example, for attitudinal questions where respondents were asked to indicate their level of agreement or disagreement, responses of strongly agree and agree were considered positive. For each question, the percentage of respondents who selected each response option is also reported along with the total percentage of positive responses. Full details of the response categories for the attitudinal questions are shown below:

Response			Response Category
<ul style="list-style-type: none"> • Strongly Agree • Slightly Agree • Agree 	<ul style="list-style-type: none"> • Strongly Agree • Agree 	<ul style="list-style-type: none"> • Always • Often 	<ul style="list-style-type: none"> • Yes Positive
	<ul style="list-style-type: none"> • Neutral 	<ul style="list-style-type: none"> • Sometimes 	
<ul style="list-style-type: none"> • Strongly Disagree • Slightly Disagree • Disagree 	<ul style="list-style-type: none"> • Strongly Disagree • Disagree 	<ul style="list-style-type: none"> • Seldom • Never 	<ul style="list-style-type: none"> • No Negative

It is important to look at these detailed results, across all the response categories, when interpreting the survey findings.

There were also a number of non-scale questions where staff were asked to respond either Yes or No. Where the question was worded positively, a Yes was considered a positive response. For example, Q2-4 *Did you agree a Personal Development Plan (PDP) or equivalent?* In cases where the question was negative, No was considered a positive response. For example, Q5-5 *During the past 12 months while working for your organisation have you experienced bullying/harassment from your manager?*

Percentages are based on those staff who gave a valid response to each question and are rounded to the nearest whole number, so may not total 100%.

All reported differences in the percentage of positive responses between the 2014 and 2015 surveys are statistically significant (at the 95% confidence level) unless stated otherwise. Significance testing was performed through the comparison of confidence intervals (with finite population correction) for findings in each survey.

The methodology for calculating and reporting of results, including comparisons, is detailed in the Technical Report.

Please note that differences between the 2013 and 2006/2008 survey results were not formally tested for statistical significance.

6 Key findings

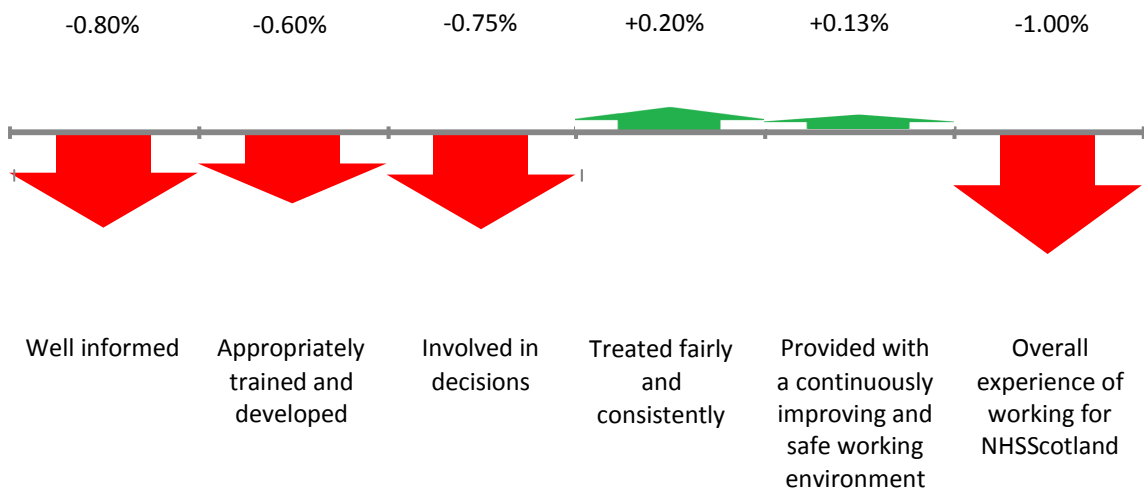
Overall, the 2015 results indicate around half of the combined positive perceptions are slightly lower when compared with the 2014 results for the 29 comparable top level questions in the 2014 survey. Eight of the questions show no change at all in combined positive responses; 15 show a -1% change; two show a -2% change and four show positive changes of between 1% and 3%.

In all cases where the combined positive responses (*e.g. strongly agree and agree*) have increased, the combined negative responses (*e.g. strongly disagree and disagree*) have also decreased. However, the percentage changes between positive and negative responses may not be equal as a neutral response was also included in the questions/statements response range.

For four of the 29 comparable top-level questions (asked of all respondents), the results show an improvement in the proportion of staff giving a positive response compared to the 2014 survey results (the improvement is found to be statistically significant for one of these four questions). There was no change in the result for eight top-level questions. Similarly, one of the fourteen sub-questions showed an improvement and five showed no change in the proportion giving a positive response. The biggest improvement related to the respondents perception of whether their Board acts fairly and offers equality of opportunity with regard to career progression / promotion showing a 3 percentage point increase in positive response.

The average percentage point change of positive responses have been calculated for questions using the standard five-point scale in each of the five Staff Governance Standard strands, and for the questions relating to overall experience of working for NHSScotland. It can be seen that the average percentage point change for three strands is -1 percentage point or less with no less than 0.5 percentage point change for two strands:

Average changes in experience under Staff Governance Strands (2014-15)



On the following pages, tables present the five most positive perceptions from the 2015 survey (Table 1) and the five least positive perceptions (Table 2).

6.1 Most positive perceptions in 2015

Five of the six most positive responses from staff in the 2015 survey are the same as they were in both 2014 and 2013. Q6.7 was included as a new question in 2015 and is also one of the most positive perceptions in 2015.

Of the five questions which could be compared with the 2014 results, the combined positive results for three of these questions show a -1% change, one shows a -2% change and one showed no change. Of these two are considered a statistically significant change. However, the combined negative response results show no change in perception except for those staff who 'are happy to go the extra mile at work when required', which showed an increase of 1% in the negative responses.

Table 1: The most positive perceptions and their percentage changes on combined positive responses comparing 2014 and 2015 (combined negative responses also shown for completeness):

[These are questions where a high positive score would be a GOOD result]

Question Number	Question	Positive Response % (change on 2014 shown in brackets)		Negative Response % (change on 2014 shown in brackets)	
6.3	I am happy to go the 'extra mile' at work when required	89%	(-1%)	4%	(+1%)
1.4	I am clear what my duties and responsibilities are	85%	(-1%)	2%	(0%)
6.7 (new)	I have confidence and trust in my direct line manager	79%	(NA)	21%	(NA)
4.2	I get the help and support I need from colleagues	79%	(0%)	6%	(0%)
6.5	I still intend to be working with [Health Board ⁷] in 12 months time	77%	(- 2%)	7%	(0%)
1.5	I understand how my work fits into the overall aims of [Health Board]	77%	(-1%)	5%	(0%)

Note: All of the questions in the table above except 6.7 used a 5 point response range. The new national question 6.7 mirrors the question used in the NHSScotland iMatter survey, which uses a 6 point response scale, which has no neutral option.

⁷ Each of these questions referred to the Health Board relevant to staff completing the questionnaire

6.2 Least positive perceptions in 2015

The questions/statements attracting the five least positive responses from staff are the same as in 2014. Three of the questions/statements show a -1% change on the combined positive responses, with the negative response results for three questions also showing an increase in negative responses between the years as shown in the table below, none are considered a statistically significant change.

Table 2: The least positive perceptions and their percentage changes on combined positive responses comparing 2014 and 2015 (combined negative responses also shown for completeness):
[These are questions where a high positive score would be a GOOD result]

Question Number	Question	Positive Response % (change on 2014 shown in brackets)		Negative Response % (change on 2014 shown in brackets)	
3.1	Staff are always consulted about changes at work	28%	(-1%)	47%	(+1%)
5.2	There are enough staff for me to do my job properly	33%	(0%)	45%	(-1%)
3.4	I have a choice in deciding what I do at work	40%	(0%)	25%	(+1%)
1.3	When changes are made at work, I am clear how they will work out in practice	40%	(-1%)	30%	(0%)
3.3	I am confident my ideas or suggestions would be listened to	41%	(-1%)	31%	(+1%)

Note: All questions in the above table used a 5 point response range. Positive and negative responses are based on combining all relevant responses on the five point response scale.

6.3 Summary results by Staff Governance Standard

Summarised below are the main survey findings in relation to each of the five strands of the Staff Governance Standard and the overall experience of working for NHSScotland.

Well informed

There were five questions/statements in this section of the survey. Four of the five questions showed a -1% change on the combined positive response, whilst the question *my line manager communicates effectively with me* showed no change between 2014 and 2015.

The most positive perception within this strand was for *Q1-4 I am clear what my duties and responsibilities are*: 85% of respondents strongly agreed or agreed with this statement.

Appropriately trained and developed

The percentage of staff indicating they have had a KSF development review, performance review, appraisal, Personal Development Plan meeting or equivalent (i.e.74%), showed a change of -1% between 2014 and 2015. Those questions then answered by staff who had had a review also showed either a -1% change or no change between the years.

Some 84% of those staff who had had a review said they had agreed a Personal Development Plan (PDP) or equivalent. Of those with a PDP, 76% indicated they have received, or expect to receive, the training that was identified in that plan.

Involved in decisions

All but one of the combined positive responses for the questions/statements within this strand of the Staff Governance Standard, changed by -1%. Those staff who said they *have a choice in deciding what they do at work* remained at 40% between the years.

The least positive perception for this strand was for *Q3-1 Staff are always consulted about changes at work* (28%). Some 53% agreed that they have sufficient opportunities to put forward new ideas or suggestions for improvement in their workplace.

Treated fairly and consistently, with dignity and respect in an environment where diversity is valued

The largest improvement to a question/statement in the overall staff survey is found under this Staff Governance Standard, i.e. *[Health Board⁸] acts fairly and offers equality of opportunity with regard to career progression/promotion*. In 2015, 62% of staff had a positive perception of this statement compared to 59% in 2014 and 44% in 2013, showing an overall 18% increase since 2013.

The percentage of staff saying they have experienced unfair discrimination from their manager or other colleagues in the last 12 months has seen a 1% change for both questions, increasing the percentages who indicate they have experienced it to 7% and 8% respectively.

Although the percentage of staff reporting this unfair discrimination fell by 1% to 34%, those staff who were satisfied with the response they received as a result of reporting it improved between the years by 3% to 29%.

⁸ Each of these questions referred to the Health Board relevant to staff completing the questionnaire

Provided with a continuously improving and safe working environment promoting health and wellbeing of staff, patients and the wider community

This section of the survey had the most variation of change in results for the questions/statements included, with three questions showing a positive change, three showing negative change and two with no change between the years.

There was an improvement of 1% of staff with combined positive perceptions of the question *I can meet all the conflicting demands on my time at work* on the 2014 perception, and a lower percentage of staff indicating they had experienced bullying/harassment from their manager (-1%) or from other colleagues (-2%) for the second year running.

Overall experience of working for NHSScotland

The results in this section of the survey had the two questions in the overall survey which showed a -2% change on the 2014 combined positive responses. These were related to the percentage of staff who responded positively to the question/statement *I would recommend my workplace as a good place to work* saw a change from 61% in 2014 to 59% in 2015; and *those staff who still intend to be working with their Health Board in 12 months time* reduced from 79% to 77% in 2015.

Two additional national questions were included in the 2015 survey which match those used in the NHSScotland iMatter survey. One of the questions i.e. *I have confidence and trust in my direct line manager* was one of the most positive perceptions included in the survey in 2015 with 79% of staff agreeing with the statement.

6.4 Main changes: 2014 to 2015

Overall, the 2015 results indicate around half of the combined positive perceptions are slightly lower when compared with the 2014 results for the 29 comparable top level questions in the 2014 survey. Eight of the questions show no change at all in combined positive responses; 15 show a -1% change; two show a -2% change and four show positive changes of between 1% and 3%.

In cases where the combined positive responses (*e.g. strongly agree and agree*) have changed, the combined negative responses (*e.g. strongly disagree and disagree*) may also have changed. However, the percentage changes between positive and negative responses may not be equal as a neutral response was also included in the questions/statements response range.

It should be noted that the following tables show increases and decreases in percentage terms and *do not necessarily mean* these are statistically significant differences between the years.

Table 3a: Table of questions with percentage increases on combined positive responses comparing 2014 and 2015 (combined negative responses also shown for completeness):

[These are questions where a high positive score would be a GOOD result]

Question Number	Question	Positive Response %		Negative Response %	
		(change on 2014 shown in brackets)		(change on 2014 shown in brackets)	
4.3	[Health Board ⁹] acts fairly and offers equality of opportunity with regard to career progression/promotion	62%	(+3%)	13%	(-2%)
5.1	I can meet all the conflicting demands on my time at work	46%	(+1%)	33%	(-1%)

Note Q4.3 and 5.1 used a 5 point response range which included a neutral option

Table 3b: Table of questions with percentage decreases on combined negative responses comparing 2014 and 2015 (combined positive responses also shown for completeness):

[These are questions where a low negative score would be a GOOD result]

Question Number	Question	Positive Response %		Negative Response %	
		(change on 2014 shown in brackets)		(change on 2014 shown in brackets)	
5.5	During the last 12 months while working for your health board have you experienced harassment and bullying from your <i>manager</i> ?	92%	(+1%)	8%	(-1%)
5.6	During the last 12 months while working for your health board have you experienced harassment and bullying from <i>other colleagues</i> ?	87%	(+2%)	13%	(-2%)

Note Q5.5 and 5.6 used Yes/No responses

Table 3c: Table of largest percentage decreases on combined positive responses comparing 2014 and 2015 (combined negative responses also shown for completeness):

[These are questions where a high positive score would be a GOOD result]

Question Number	Question	Positive Response %		Negative Response %	
		(change on 2014 shown in brackets)		(change on 2014 shown in brackets)	
6.4	I would recommend my workplace as a good place to work	59%	(-2%)	16%	(0%)
6.5	I still intend to be working with my health board in 12 months time	77%	(-2%)	7%	(0%)

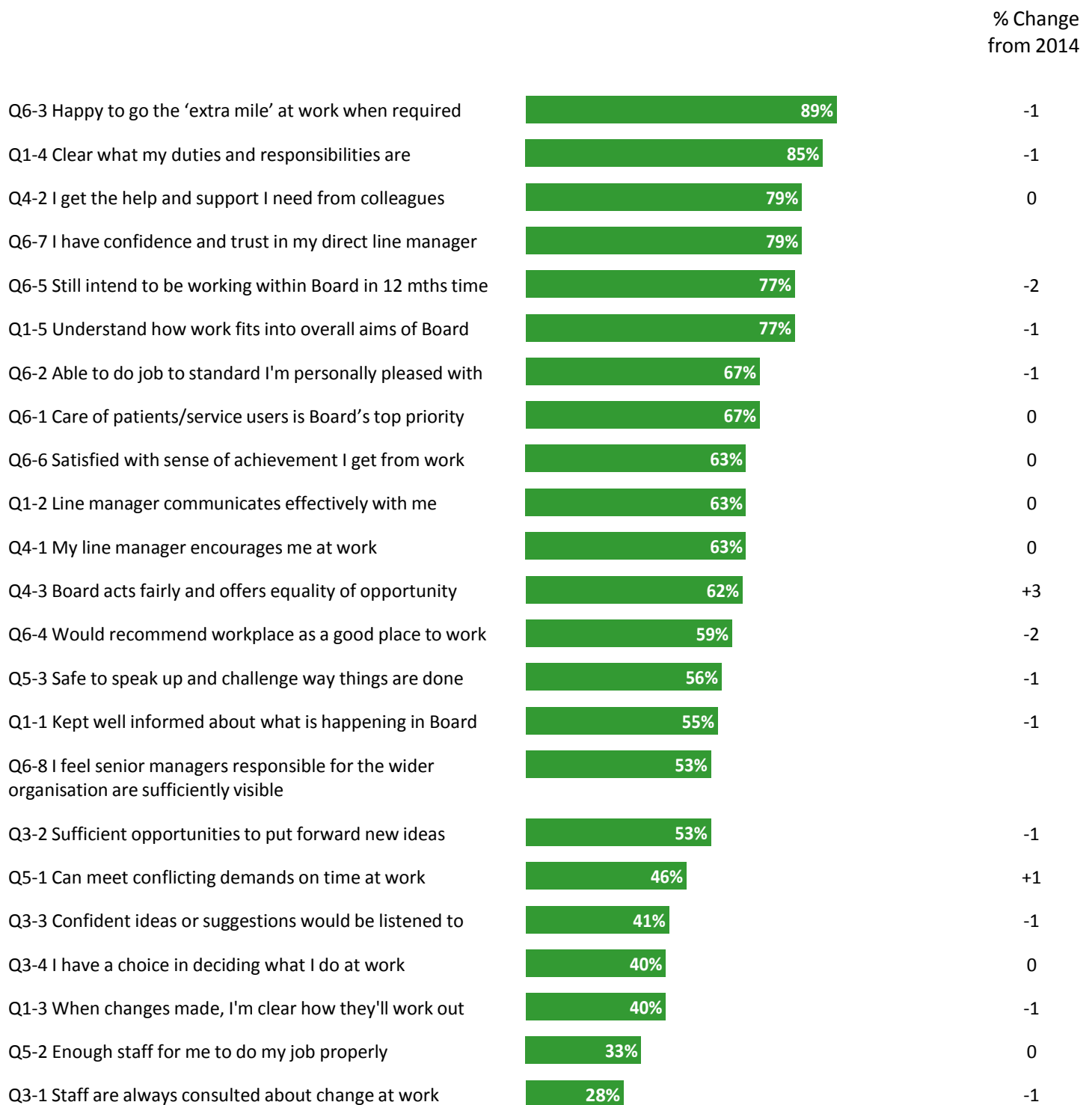
Note Q6.4 and 6.5 used a 5 point response range which included a neutral option

⁹ Each of these questions referred to the Health Board relevant to staff completing the questionnaire

Figure 2 (over the page) shows the percentage of positive responses to each attitudinal question (ordered from most to least positive), with percentage change from 2014 also listed except for the two new questions added to this year. It should be noted the figures show increases and decreases in percentage terms and not statistically significant differences between the years.

Figure 3 shows the percentage point change from 2014 of positive responses to each question (ordered from most to least improved) and colour coded statistical significance.

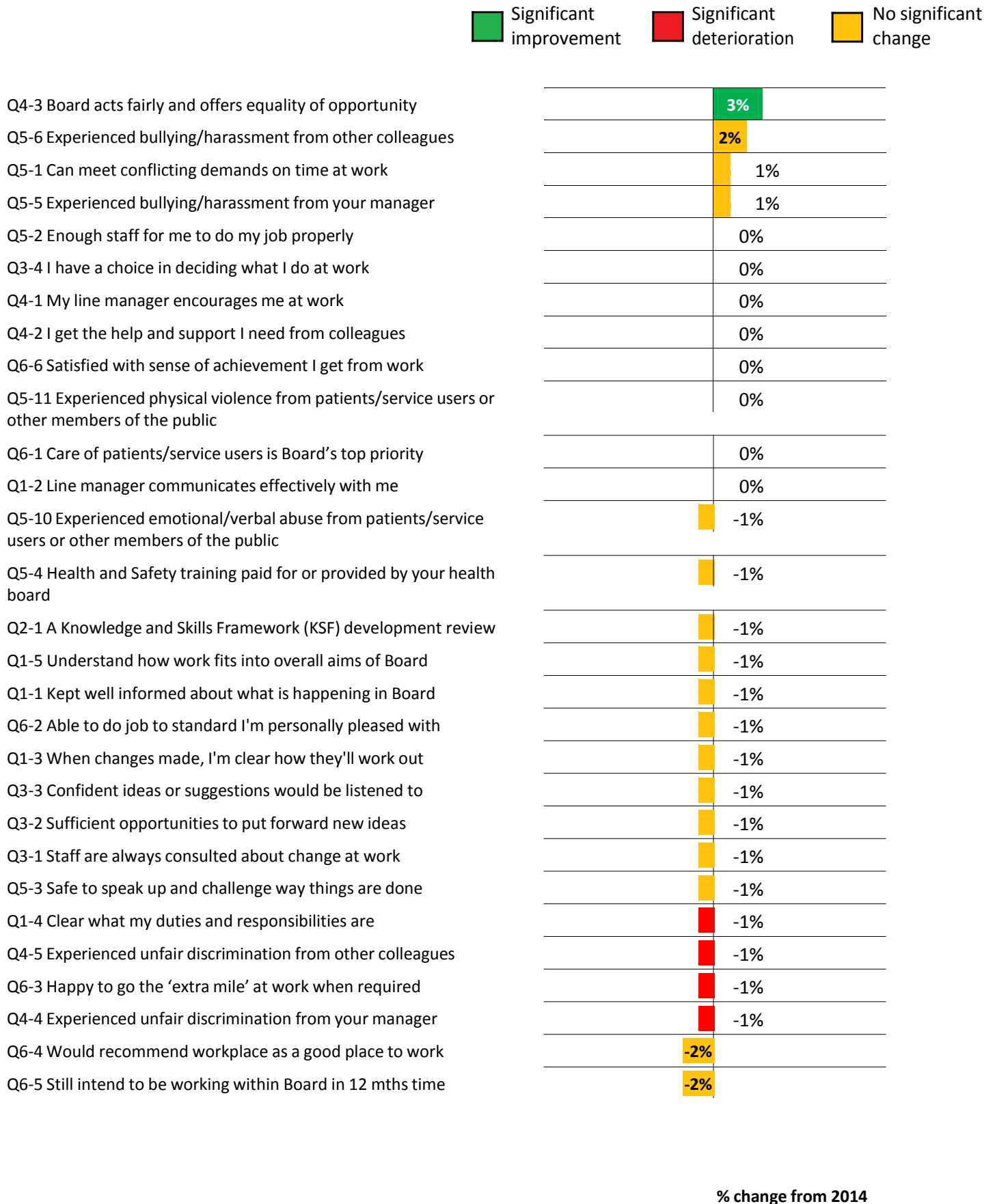
Figure 2 - Percentage of positive responses to each attitudinal question in the NHSScotland Staff Survey 2015 (ordered from most to least positive result)



 % of positive responses

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Figure 3 - Percentage change in positive responses to each question in the NHSScotland Staff Survey between 2015 and 2014 (ordered from most to least positive percentage change)



6.5 Identifying opportunity for improvement across NHSScotland

This part of the report displays all primary questions in the survey compared to the results in 2014, but excludes sub set or secondary questions. Table 4 (see page 23) contains the full question text; the 2015 percentage; the 2014 percentage; and the percentage change between the two years. (Due to rounding, the percentage difference may appear to be 1 percentage point different to the figure that would be obtained by simply comparing the rounded percentages for the two years).

Where questions are negatively worded the positive perception is shown to enable the ranked order to be determined e.g. The results for the question: *During the past 12 months while working for your health board, have you experienced unfair discrimination from your manager?* are displayed for those who said NO to this question i.e. in the example below, 7% of staff said they felt they had experienced unfair discrimination from their manager, therefore this is displayed as 93%. The text of these questions is highlighted in grey in the table.

Question	Total number of responses:		
	2015 %	2014 %	Diff SS +/-
Q4-4 During the past 12 months while working for your health board, have you experienced unfair discrimination from your manager? ('No', or positive response used in calculation)	93	94	-1

The 2015 question results are in a descending ranked order i.e. the most positive responses appear at the top of the list. The 2014 results are displayed alongside the 2015 rankings and both sets of results are colour coded to help to identify areas of strength or improvement.

The cell containing questions results are colour coded Red, Amber or Green according to the percentage of respondents giving a positive response:

- **GREEN** indicates 'strength' - agreement from 65% or more of staff
- **AMBER** indicates 'opportunities for improvement' - agreement from between 41% and 64%
- **RED** indicates 'areas for improvement' - agreement from 40% or fewer staff.

The parameters for the 'red', 'amber' and 'green' colour coding have been set by Capita for this survey in line with the parameters used in analysis of the results of other public sector staff surveys. When using a 5-point scale the cut-off for 'areas of strength' is usually questions or statements generating an average score of over 4.00 on a scale of 1 to 5. Analysis of the national survey data informed the conversion of the threshold for 'areas of strength' to questions or statements where 65% or more strongly agree or agree.

Similarly, the cut-off for 'areas for improvement' is usually questions or statements generating a score below 3.00 (mid-point on the scale from 1 to 5) and this is converted into 40% or fewer staff agreeing.

The red/amber/green colour coding is designed to act as a guide to interpreting the results and to help to identify areas of strength and areas that present opportunities for improvement.

Further explanation of this is provided in the Technical Report.

The coloured text in the third column highlights where there has been a change in perception between the years. The summary table of improvements, no significant change or deteriorations between the years shown below is shown at the top of each page.

Statistically significant improvements:	1
No statistically significant change (NSC):	24
Statistically significant deteriorations:	4

Only statistically significant differences are presented in green or red font. Where a zero or a small, but not statistically significant change, has occurred the percentage agreeing, NSC (no significant change) is shown in amber font.

Table 4 shows the percentage of respondents who gave positive responses to the question

Responses to negatively-phrased questions (highlighted in grey) have been treated in reverse to allow direct comparison with positively-worded questions. e.g. 'Q4-5 During the past 12 months while working for my health board, have you experienced unfair discrimination from other colleagues?', the percentage stated represents the respondents who said 'No' to that question (i.e. gave the positive response).

	65% or higher - Strength
	41% - 64% - Opportunity for improvement
	40% or lower - Needs improvement

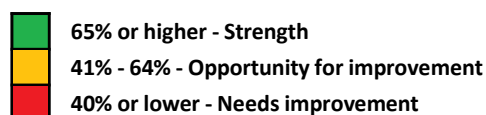
Statistically significant improvements:	1
No statistically significant change (NSC):	24
Statistically significant deteriorations:	4

Question	Total number of responses:		
	60681 2015 %	55077 2014 %	Diff SS +/-
Q4-4 During the past 12 months while working for your health board, have you experienced unfair discrimination from your manager? ('No', or positive response used in calculation)	93	94	-1
Q5-5 During the last 12 months while working for your health board have you experienced bullying/harassment from your manager? ('No', or positive response used in calculation)	92	91	NSC
Q4-5 During the past 12 months while working for your health board, have you experienced unfair discrimination from other colleagues? ('No', or positive response used in calculation)	92	93	-1
Q5-11 During the past 12 months while working for your health board, have you experienced physical violence from patients/service users or other members of the public? ('No', or positive response used in calculation)	92	92	NSC
Q6-3 I am happy to go the 'extra mile' at work when required	89	90	-1
Q5-6 During the past 12 months while working for your health board, have you experienced bullying/harassment from other colleagues? ('No', or positive response used in calculation)	87	85	NSC
Q1-4 I am clear what my duties and responsibilities are	85	86	-1
Q5-4 Have you had any health and safety training paid for or provided by your health board? E.g. Fire training, manual handling etc.	79	80	NSC
Q6-7 I have confidence and trust in my direct line manager	79		
Q4-2 I get the help and support I need from colleagues	79	79	NSC
Q1-5 I understand how my work fits into the overall aims of my health board	77	78	NSC
Q6-5 I still intend to be working with my health board in 12 months time	77	79	NSC
Q2-1 In the last 12 months, have you had a Knowledge and Skills Framework (KSF) development review, performance review, appraisal, Personal Development Plan meeting or equivalent?	74	75	NSC
Q6-2 I am able to do my job to a standard I am personally pleased with	67	68	NSC
Q6-1 Care of patients/service users is my health board's top priority	67	67	NSC
Q5-10 During the past 12 months while working for your health board, have you experienced emotional/verbal abuse from patients/service users or other members of the public? ('No', or positive response used in calculation)	66	67	NSC
Q1-2 My line manager communicates effectively with me	63	63	NSC
Q4-1 My line manager encourages me at work	63	63	NSC
Q6-6 I am satisfied with the sense of achievement I get from work	63	63	NSC
Q4-3 My health board acts fairly and offers equality of opportunity with regard to career progression/promotion	62	59	+3

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Table 4 shows the percentage of respondents who gave positive responses to the question

Responses to negatively-phrased questions (highlighted in grey) have been treated in reverse to allow direct comparison with positively-worded questions. e.g. 'Q4-5 During the past 12 months while working for my health board, have you experienced unfair discrimination from other colleagues?', the percentage stated represents the respondents who said 'No' to that question (i.e. gave the positive response).



Statistically significant improvements:	1
No statistically significant change (NSC):	24
Statistically significant deteriorations:	4

Question	Total number of responses:		
	60681 2015 %	55077 2014 %	Diff SS +/-
Q6-4 I would recommend my workplace as a good place to work	59	61	NSC
Q5-3 I believe it is safe to speak up and challenge the way things are done if I have concerns about quality, negligence or wrongdoing by staff	56	57	NSC
Q1-1 I am kept well informed about what is happening in my health board	55	56	NSC
Q6-8 I feel senior managers responsible for the wider organisation are sufficiently visible	53		
Q3-2 I have sufficient opportunities to put forward new ideas or suggestions for improvement in my workplace	53	54	NSC
Q5-1 I can meet all the conflicting demands on my time at work	46	45	NSC
Q3-3 I am confident my ideas or suggestions would be listened to	41	42	NSC
Q3-4 I have a choice in deciding what I do at work	40	40	NSC
Q1-3 When changes are made at work, I am clear how they will work out in practice	40	41	NSC
Q5-2 There are enough staff for me to do my job properly	33	33	NSC
Q3-1 Staff are always consulted about changes at work	28	29	NSC
<i>Averages:</i>	66	67	-1

There may be variation up to 1% when compared to the Frequency Data due to rounding.

7 Well informed

Ongoing and open communication with staff is key to establishing and maintaining employee engagement. It is good practice to keep staff up-to-date on what is happening in their organisation and to inform them of any planned future changes that could affect them, before these changes happen. Staff were asked for their views on the effectiveness of the communication within their organisation and how well informed they felt.

Figure 4 shows that the majority of respondents replied positively to four of the five statements in this section relating to their specific role:

- *Q1-4 I am clear what my duties and responsibilities are (85% positive responses)*
- *Q1-5 I understand how my work fits into the overall aims of my health board (77% positive responses)*
- *Q1-2 My line manager communicates effectively with me (63% positive responses)*
- *Q1-1 I am kept well informed about what is happening in my health board (55% positive responses).*

Q1-4 I am clear what my duties and responsibilities are had the second highest percentage positive response of all attitudinal statements (85%). Across all Boards, positive responses ranged from 76% to 91% (see details in Appendix C). Doctors in Training, Medical/Dental and Other Therapeutic Staff who responded to the survey were the most likely to agree with this statement (90%) and Ambulance Staff (77%) the least likely to do so (see details in Appendix D).

Less than half of respondents (40%) gave a positive response to the statement at *Q1-3 When changes are made at work, I am clear how they will work out in practice*. This represents a decrease of one percentage point from 2014.

Across NHS Boards, the percentage of respondents who agreed with *Q1-3 When changes are made at work, I am clear how they will work out in practice* ranged from 20% to 48% - see details in Appendix C. Executive Grades/Senior Managers were the most likely to agree with this statement (65%) and Ambulance Staff who responded to the survey the least likely to do so (16%). This question also appears as one of staffs' least positive perceptions in the 2015 survey.

Overall, the results showed that the majority of staff who responded to the survey felt they are clear what their duties and responsibilities are. However, fewer respondents felt that, they are kept well informed about what is happening in their Health Board.

Figure 4 - Well Informed



[Note: There may be variation up to 1% when compared to the Frequency Data due to rounding.]

8 Appropriately trained and developed

Effective staff appraisal or review is good employment practice. It contributes to enhanced staff satisfaction and performance, which ultimately leads to improved patient outcomes. NHS staff employed under Agenda for Change (AfC) Terms and Conditions participate in the NHS Knowledge and Skills Framework (KSF) development review process. Staff employed on other contract types (e.g. doctors, dentists and some senior managers) have separate development review arrangements. This section of the survey asked staff about their experience of the development review process applicable to them.

Figure 5 shows that, in the last 12 months, nearly three out of four staff who responded to the survey (74%) had undertaken a Knowledge and Skills Framework (KSF) development review, performance review, appraisal, Personal Development Plan meeting or equivalent. This was a decrease of one percentage point on 2014.

Across NHS Boards, the percentage of respondents who had taken part in a review in the last 12 months ranged from 50% to 97% - see details in Appendix C. Doctors in Training who responded to the survey were the most likely to have taken part in a review (91%) and Ambulance Staff who responded to the survey were the least likely to have done so (51%), see details in Appendix D.

Figure 5 shows that the majority of respondents who had a review in the last 12 months replied positively to three of the four statements in this section relating to their review:

- *Q2-4 Did you agree a Personal Development Plan (PDP) or equivalent? (84% positive responses)*
- *Q2-5 Have you received, or expect to receive, the training that was identified in that plan? (76% of those who had agreed a PDP or equivalent)*
- *Q2-3 Did it help you agree clear objectives for your work? (66% positive responses).*

In each case, the percentage positive response was equal to, or one percentage point lower than in 2014. Across the 22 Boards, positive responses for *Q2-4 Did you agree a Personal Development Plan (PDP) or equivalent?* ranged from 55% to 93%. Ambulance Staff were least likely to say they agreed a PDP.

A large minority of staff who had had a review felt it helped them improve how they do their job (43%); this was no change from 2014. Across the Boards, positive responses ranged between 25% and 55%. Doctors in Training were the staff group most likely to respond positively to this question (76%).

In summary, there has been a -1 percentage point change in respondents who reported that they had taken part in a review in the last 12 months from the 2014 survey. Although, a large majority of those who had a review (84%), had agreed a Personal Development Plan or equivalent and had received/expected to receive the training identified in this plan (76%). Two thirds of respondents (66%) felt that it helped them to agree clear objectives for their work. A lower proportion (43%) felt it helped them improve how they do their job.

Figure 5 - Appropriately Trained and Developed



[Note: There may be variation up to 1% when compared to the Frequency Data due to rounding.]

9 Involved in decisions

Including staff in organisational decision-making has the potential to obtain valuable new opinions, ideas and solutions. It can also promote employee trust in the organisation and their senses of ownership and responsibility in respect of changes made. In this section of the survey, staff were asked for their views on how well their organisation involves them in decision-making.

Figure 6 shows that the majority of respondents replied positively to one of the four statements in this section relating to their specific role:

- *Q3-2 I have sufficient opportunities to put forward new ideas or suggestions for improvement in my workplace*

Just over half (53%) of respondents agreed that they have sufficient opportunities to put forward new ideas or suggestions for improvement in their workplace; this was a decrease of one percentage point on the 2014 score. Across all Boards positive responses ranged between 25% and 76%; Executive Grades/Senior Managers who responded to the survey were the most likely to respond positively to this statement.

The other three statements in this strand (Q3-1, Q3-3 and Q3-4) appear in the list of the five lowest scoring statements within the whole survey (see Table 2, on page 14).

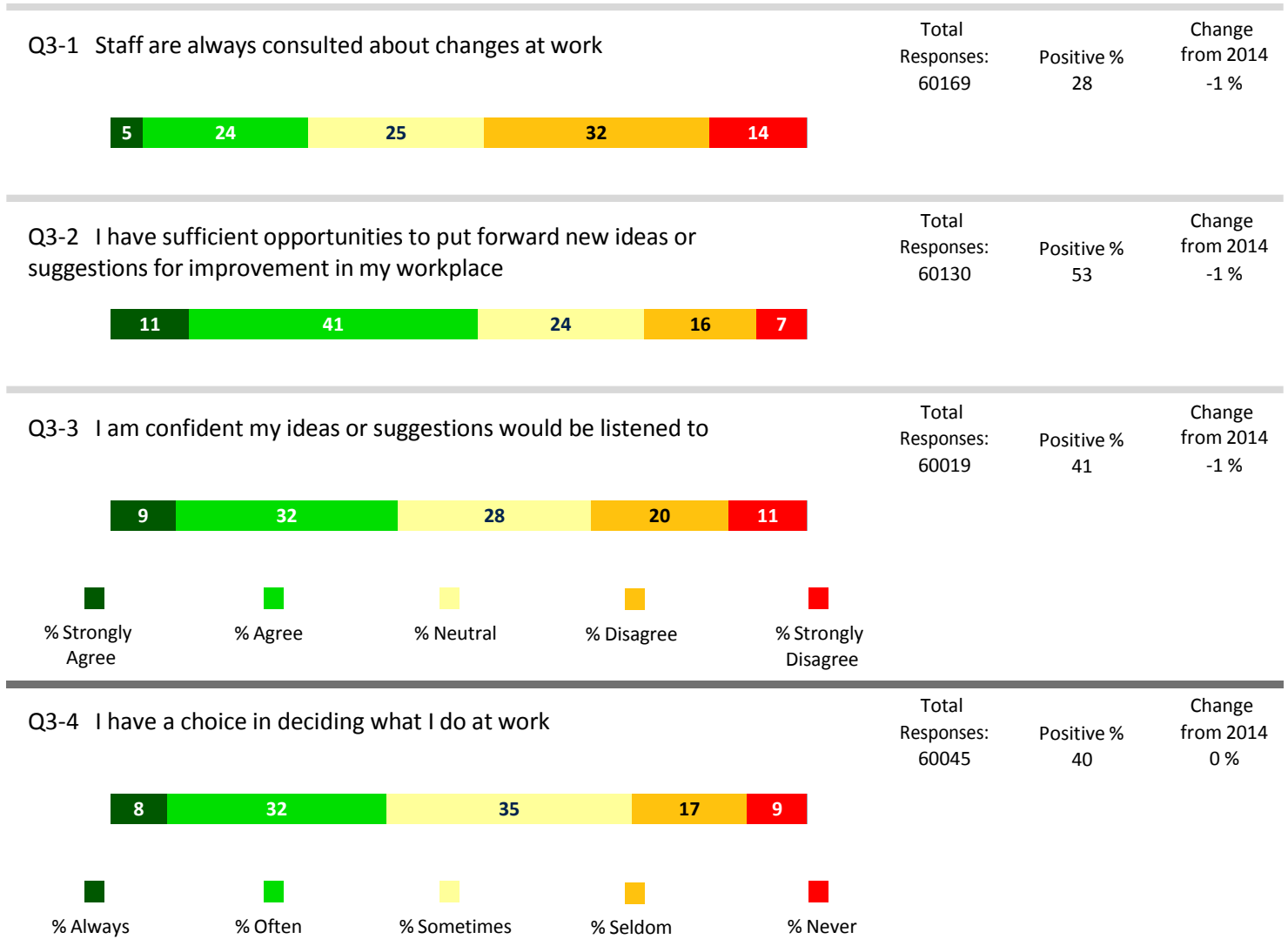
- *Q3-3 I am confident my ideas or suggestions would be listened to (41% positive responses)*
- *Q3-4 I have a choice in deciding what I do at work (40% positive responses)*
- *Q3-1 Staff are always consulted about changes at work (28% positive responses).*

Q3-1 Staff are always consulted about changes at work recorded the lowest percentage positive response of all the attitudinal statements in the 2015 survey. Across all Boards positive responses ranged between 13% and 62%; Executive Grades/Senior Managers were the most likely to respond positively to this statement.

For all questions in this section, there was a range in the percentage of positive responses across NHS Boards (see details in Appendix C) and across Staff Groups (see details in Appendix D). Executive Grades/Senior Managers who responded to the survey were the most likely to respond positively to each of the four statements. Ambulance Staff who responded to the survey were the least likely to give a positive response.

Overall, of the five strands of the Staff Governance Standard, 'Involved in decisions' was the strand where staff who responded to the survey replied in the least positive manner. Three of the four statements in this section had a percentage positive response below 50% and were amongst the five lowest scoring statements within the survey as a whole. Within this section, respondents were most positive about the opportunities they had to put forward ideas or suggestions for improvement in their workplace. However, they were less positive with regard to their confidence that these ideas or suggestions would be listened to, that they would always be consulted about changes at work and that they had a choice in deciding what they did at work.

Figure 6 - Involved in Decisions



[Note: There may be variation up to 1% when compared to the Frequency Data due to rounding.]

10 Treated fairly and consistently, with dignity and respect in an environment where diversity is valued

How fairly or reasonably staff feel they are treated at work can affect their engagement and motivation. It is also a legal requirement for employers to promote equality and diversity in the workplace. This section of the survey focused on how fairly staff felt they were treated by their line manager, by other colleagues and in relation to promotion opportunities. Staff were also asked about their experience of unfair discrimination at work.

Figure 7 shows that the majority of respondents replied positively to the following three statements in this section relating to their specific role:

- *Q4-2 I get the help and support I need from colleagues (79% positive responses)*
- *Q4-1 My line manager encourages me at work (63% positive responses)*
- *Q4-3 My health board acts fairly and offers equality of opportunity with regard to career progression/promotion (62% positive responses).*

All three of these statements had an equal or higher percentage positive response in 2015 compared to 2014.

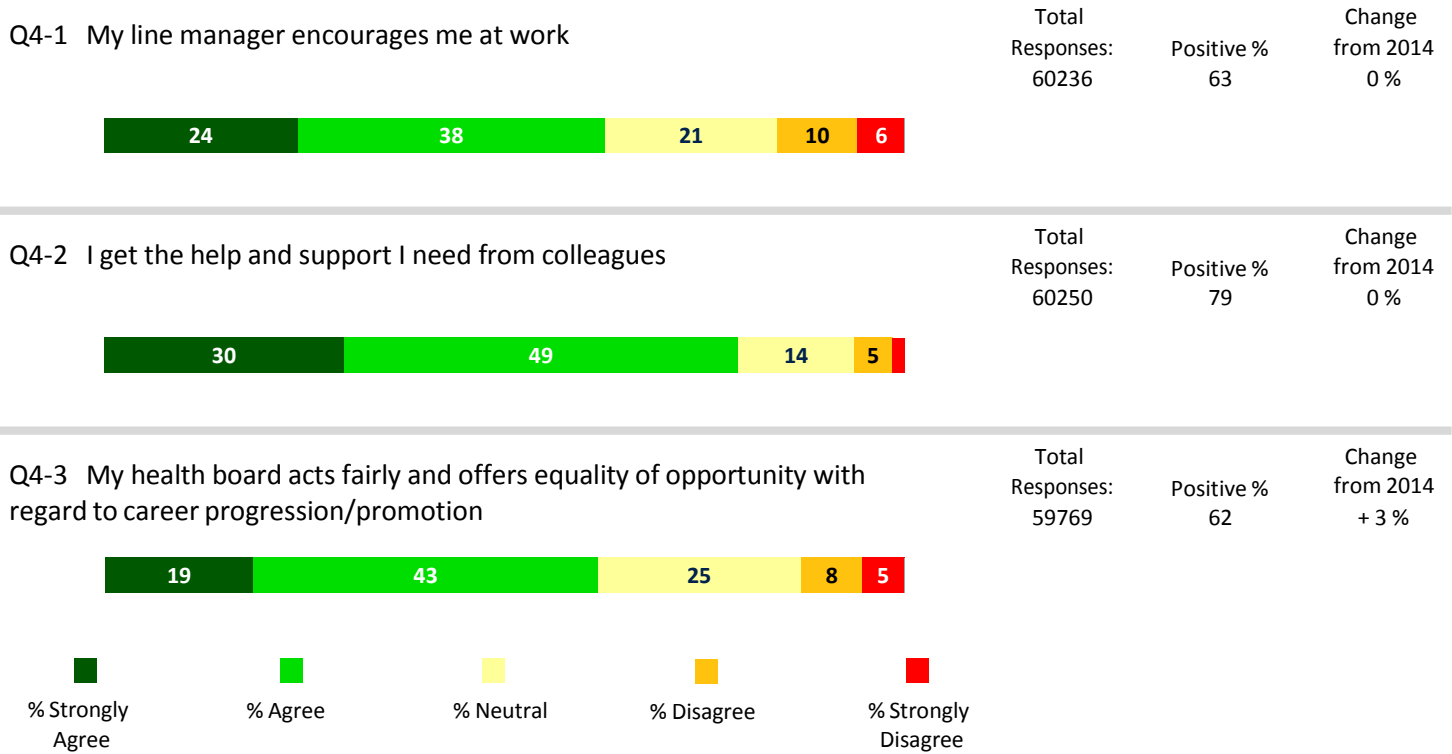
Q4-3 My health board acts fairly and offers equality of opportunity with regard to career progression/promotion recorded an increase of 3%, which is the highest percentage point increase of attitudinal questions between the 2014 and 2015 survey, i.e. from 59% in 2014 to 62% in 2015. Across the 22 NHS Boards, positive responses ranged from 36% to 72% (see details in Appendix C).

Some 63% of respondents agreed that their line manager encourages them at work, no change from 2014.

Q4-2 I get the help and support I need from colleagues had the third highest percentage positive response of all survey statements (79%). Across all Boards, positive responses ranged from 69% to 86% (see details in Appendix C). Doctors in Training, Other Therapeutic Staff and Salaried General Practitioner staff who responded to the survey were the most likely to agree with this statement (89%) and Support Service Staff (67%) the least likely to do so (see details in Appendix D).

In summary, whilst the majority of respondents answered positively in relation to the support and encouragement they received from colleagues and from their line manager, they were less positive in respect of the latter (63% compared with 79% positive responses). There was a large improvement in positive responses with regard to the statement that the Board '*acts fairly and offers equality of opportunity with regard to career progression/promotion*'.

Figure 7 - Treated Fairly and Consistently, with Dignity and Respect in an Environment where Diversity is Valued



[Note: There may be variation up to 1% when compared to the Frequency Data due to rounding.]

10.1 Unfair discrimination

As Figure 8 shows, 7% of staff who replied to the survey reported that they had experienced unfair discrimination during the past 12 months from their manager (Q4-4); this represents a 1% deterioration over the 2014 score of 6%. Across all Boards, positive responses ranged from 83% to 96% (see details in Appendix C).

Some 8% of respondents reported that they had experienced unfair discrimination during the past 12 months *'from other colleagues'* (Q4-5); a deterioration of 1% compared with 2014 of 7%. Across all Boards, positive responses ranged from 85% to 96% (see details in Appendix C).

Over a third (34%) of those respondents who had experienced unfair discrimination in the past 12 months said that they had reported it (Q4-6). Nearly a third (29%) of those who had reported discrimination stated that they were satisfied with the response - an increase compared with 26% in 2014. The most common reason for not reporting was *'I felt nothing would happen'* (91% of those who did not report the discrimination), followed by *'I was concerned about confidentiality'* (79%) and *'I feared what would happen if I did report it'* (79%). It should be noted that respondents may have agreed with all, some or none of the reasons listed.

In summary, there was an increase in the number of staff experiencing unfair discrimination in the past 12 months. For the minority of staff who had experienced unfair discrimination in the past 12 months, just one in three had gone on to report it and a third of these were satisfied with the response they received.

Figure 8 - Responses Relating to Unfair Discrimination

Q4-4 During the past 12 months while working for your health board, have you experienced unfair discrimination from your manager?

Total Responses: 60025
Positive % 93
Change from 2014 -1 %



Q4-5 During the past 12 months while working for your health board, have you experienced unfair discrimination from other colleagues?

Total Responses: 59866
Positive % 92
Change from 2014 -1 %



% Yes % No

Q4-6 Did you report the unfair discrimination you experienced? (based on the number of respondents answering 'Yes' to Q4-4 or Q4-5)

Total Responses: 7409
Positive % 34
Change from 2014 -1 %



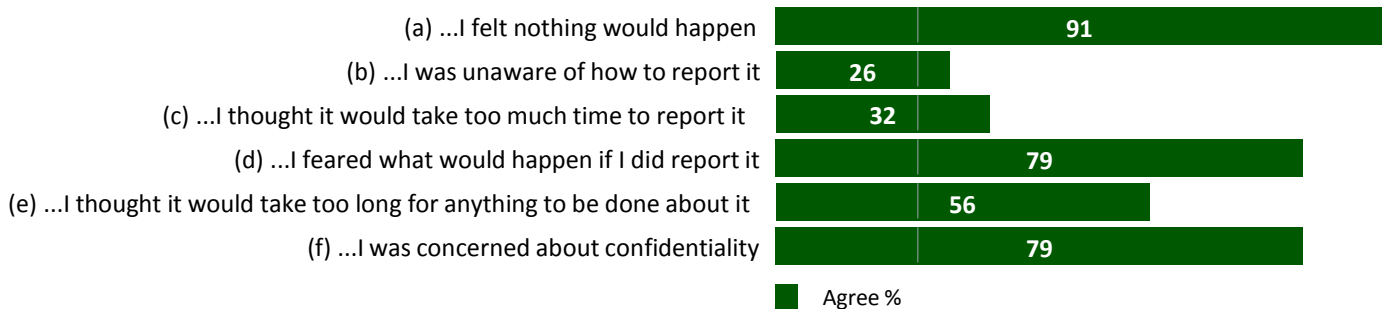
Q4-7 Were you satisfied with the response you received? (based on the number of respondents answering 'Yes' to Q4-6)

Total Responses: 2467
Positive % 29
Change from 2014 +3 %



% Yes % No

Q4-8 I did not report the discrimination because... (based on the number of respondents answering 'No' to Q4-6)



[Note: There may be variation up to 1% when compared to the Frequency Data due to rounding.]

11 Provided with a continuously improving and safe working environment promoting health and wellbeing of staff, patients and the wider community

All staff should be provided with a safe working environment. Employers have a duty (and a legal requirement) to protect the health, safety and welfare of their employees in the workplace. The fifth element of the NHS Staff Governance Standard states that staff are to be 'Provided with a continuously improving and safe working environment, promoting the health and wellbeing of staff, patients and the wider community'. In this section of the survey, staff were asked for their views in relation to the above.

Figure 9 shows that one of the three statements within this Staff Governance Standard had an improvement in percentage of positive responses in 2015 compared to 2014.

- *Q5-1 I can meet all the conflicting demands on my time at work (46% positive responses)*

Across NHS Boards, the range in positive responses for this question was from 29% to 65% (see details in Appendix C). Administrative and Clerical who responded to the survey were the most likely to agree (61%) and Salaried General Dental Practitioners who responded to the survey the least likely to do so (20%) - see details in Appendix D.

Question 5-2 '*There are enough staff for me to do my job properly*' received a 33% positive response and appears as one of the least positive perceptions in 2015 (Table 2 page 14). Administrative and Clerical, Doctors in Training, and Health Promotion staff who responded to the survey were the most likely to agree there are enough staff for them to do their job properly (47%) whilst Ambulance staff were the least likely to agree (12%).

A majority of respondents replied positively to Q5-3 '*I believe it is safe to speak up and challenge the way things are done if I have concerns about quality, negligence or wrongdoing by staff*' (56% positive responses). Across the 22 NHS Boards, positive responses ranged from 31% to 65% (see details in Appendix C) and across 17 Staff Groups positive responses ranged from 25% to 79% (see details in Appendix D).

Figure 9 also shows that eight out of ten staff (79%) who responded to the survey said they had received health and safety training paid for or provided by their health board. Across NHS Boards, this ranged from 40% to 92% (see details in Appendix C). Allied Health Professionals (91%) were the most likely to have undertaken such training and Ambulance staff the least likely to have done so (43%), see Appendix D.

In summary, one statement in this strand showed an increase in positive responses between 2014 and 2015, and one statement showed no change between the years. Eight out of ten staff who responded to the survey had undertaken health and safety training that was paid for or provided by their Board.

Figure 9 - Provided with a Continuously Improving and Safe Working Environment Promoting the Health and Wellbeing of Staff, Patients and the Wider Community

Q5-1 I can meet all the conflicting demands on my time at work

Total Responses: 60240
Positive % 46
Change from 2014 +1 %



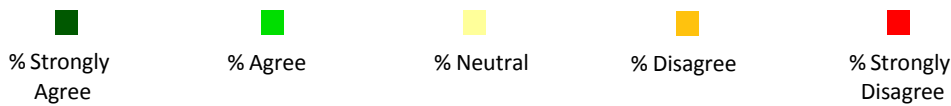
Q5-2 There are enough staff for me to do my job properly

Total Responses: 60183
Positive % 33
Change from 2014 0 %

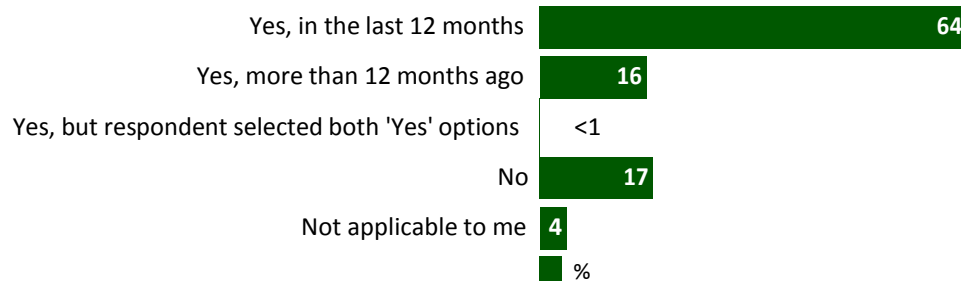


Q5-3 I believe it is safe to speak up and challenge the way things are done if I have concerns about quality, negligence or wrongdoing by staff

Total Responses: 60036
Positive % 56
Change from 2014 -1 %



Q5-4 Have you had any health and safety training paid for or provided by your health board? E.g. Fire training, manual handling etc.



[Note: There may be variation up to 1% when compared to the Frequency Data due to rounding.]

11.1 Bullying/harassment

In the survey, staff were asked if they had experienced bullying/harassment in the past 12 months from their manager or from other colleagues. Figure 10 shows that, 8% of staff (down from 9% in 2014) who responded to the survey said that they had experienced bullying/harassment *from their manager* (Q5-5) and 13% of respondents (down from 15% in 2014) said that they had experienced bullying/harassment from *other colleagues* (Q5-6).

The percentage of respondents who had experienced bullying/harassment from their manager or from other colleagues in the past 12 months varied across NHS Boards: between 5% and 15% for the former and between 6% and 21% for the latter (see Appendix C for more details).

Ambulance staff who responded to the survey were the most likely to say that they had experienced bullying/harassment from their manager (16%). Salaried General Practitioner and Doctors in Training were the least likely to do so (2%). Ambulance staff who responded to the survey were the most likely to say that they had experienced this from other colleagues (21%), whilst the least likely to do so (4%) were Salaried General Practitioner Staff (see Appendix D for more details).

Of those respondents who said that they had experienced bullying/harassment, 37% said they had reported it (Q5-7). Across NHS Boards, the level of reporting ranged from 28% to 48% (see Appendix C for more details). The most commonly identified reasons for non-reporting were:

- *I felt nothing would happen (87%)*
- *I feared what would happen if I did report it (79%)*
- *I was concerned about confidentiality (77%)*

Around a third of respondents (36%) who reported the bullying/harassment they experienced were satisfied with the response they received.

In summary, of the staff responding to the survey, 8% of respondents said that they had experienced bullying/harassment in the past 12 months from their manager and 13% from other colleagues. The level of reporting of bullying/harassment decreased slightly in 2015, although remained below 40%. Of those who did report the bullying/harassment they experienced, fewer than 40% were satisfied with the response they received. The most commonly identified reasons for not reporting the bullying/harassment were because respondents felt that nothing would happen, they feared what would happen if they did report it and/or they had concerns about confidentiality.

Figure 10 - Provided with a Continuously Improving and Safe Working Environment Promoting the Health and Wellbeing of Staff, Patients and the Wider Community

Q5-5 During the last 12 months while working for your health board have you experienced bullying/harassment from your manager?

Total Responses: 59894
Positive % 92
Change from 2014 + 1 %



Q5-6 During the past 12 months while working for your health board, have you experienced bullying/harassment from other colleagues?

Total Responses: 59764
Positive % 87
Change from 2014 + 2 %



■ % Yes ■ % No

Q5-7 Did you report the bullying/harassment you experienced? (based on the number of respondents answering 'Yes' to Q5-5 or Q5-6)

Total Responses: 10933
Positive % 37
Change from 2014 -1 %



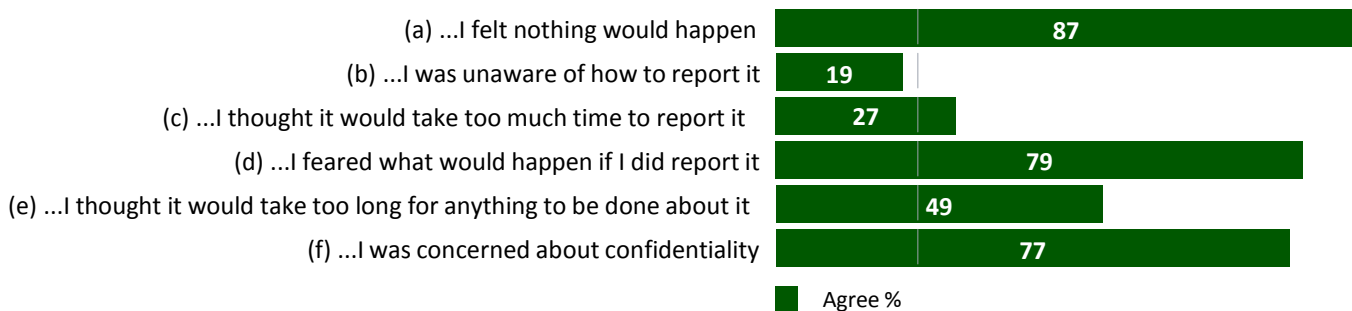
Q5-8 Were you satisfied with the response you received? (based on the number of respondents answering 'Yes' to Q5-7)

Total Responses: 3930
Positive % 36
Change from 2014 -1 %



■ % Yes ■ % No

Q5-9 I did not report the bullying/harassment because... (based on the number of respondents answering 'No' to Q5-7)



[Note: There may be variation up to 1% when compared to the Frequency Data due to rounding.]

11.2 Emotional/verbal abuse and physical violence

In the survey, staff were asked if they had experienced *emotional/verbal abuse and/or physical violence from patients/service users or other members of the public in the past 12 months*. Figure 11 shows that one in three staff (34%) who responded to the survey said that they had experienced 'emotional/verbal abuse' (Q5-10) and 8% had experienced 'physical violence' (Q5-11). Nine per cent of respondents who experienced abuse or violence described it as 'discriminatory' in nature, the same proportion as in 2014.

Of those respondents who said they had experienced abuse or violence, nearly half (47%) had reported it (Q5-13). Two out of three staff (67%) who had reported the abuse/violence were satisfied with the response received (Q5-14).

The most commonly identified reason for non-reporting was that staff felt nothing would happen (61%).

There was variation between NHS Boards, particularly the Special Boards, in the percentage of respondents who said that they had experienced emotional/verbal abuse or physical violence in the past 12 months from patients, service users or other members of the public (see details in Appendix C). The level of reporting also varied widely across Boards.

Ambulance staff who responded to the survey were the most likely to say that they had experienced emotional or verbal abuse from patients/service users or the public in the past 12 months (76%) and Health Promotion staff the least likely to do so (10%). Ambulance staff who responded to the survey were the most likely to say that they had experienced physical violence from patients/service users or the public in the past 12 months (27%), see Appendix D for more details.

In summary, of the staff responding to the survey, 8% reported that they had experienced physical violence in the past 12 months and approximately a third of respondents stated that they had experienced emotional/verbal abuse. Nearly half of those who had experienced abuse/violence had reported it. Two thirds of those who reported the abuse/violence they experienced said that they were satisfied with the response. The most common reason for non-reporting was because respondents felt that nothing would happen if they did report it.

Figure 11 - Provided with a Continuously Improving and Safe Working Environment Promoting the Health and Wellbeing of Staff, Patients and the Wider Community

Q5-10 During the past 12 months while working for your health board, have you experienced emotional/verbal abuse from patients/service users or other members of the public?

Total Responses: 60235
Positive % 66
Change from 2014 -1 %



Q5-11 During the past 12 months while working for your health board, have you experienced physical violence from patients/service users or other members of the public?

Total Responses: 60031
Positive % 92
Change from 2014 0 %



Q5-12 Was it discriminatory in nature? (based on the number of respondents answering 'Yes' to Q5-10 or Q5-11)

Total Responses: 20553
Positive % 91
Change from 2014 0 %



% Yes % No

Q5-13 Did you report the emotional/verbal abuse or physical violence you experienced? (based on the number of respondents answering 'Yes' to Q5-10 or Q5-11)

Total Responses: 20598
Positive % 47
Change from 2014 -3 %



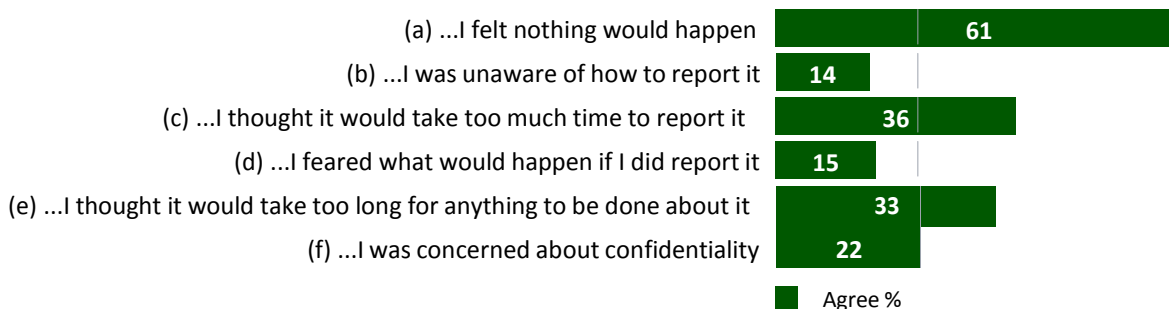
Q5-14 Were you satisfied with the response you received? (based on the number of respondents answering 'Yes' to Q5-13)

Total Responses: 9539
Positive % 67
Change from 2014 0 %



% Yes % No

Q5-15 I did not report the emotional/verbal abuse or physical violence because... (based on the number of respondents answering 'No' to Q5-13)



[Note: There may be variation up to 1% when compared to the Frequency Data due to rounding.]

12 Overall experience of working for NHSScotland

The results in this section relate to the questions from the 2015 Staff Survey in respect of staff overall experience of working for NHSScotland, as shown in Figure 12.

All of the statements in the 'overall experience' section had a percentage positive response of at least 53% for NHSScotland as a whole, none of the questions showed an improvement over the 2014 results.

The statement at Q6-3 *I am happy to go the 'extra mile' at work when required* had the highest percentage positive response of all the 2015 Staff Survey questions (89%). It was also the highest scoring statement in 2014 (90%). Across all NHS Boards, the percentage of positive responses was consistently high, for this statement ranging between 79% and 94%. Positive responses by staff groups ranged between 77% (Ambulance) and 96% (Executive Grades/Senior Manager).

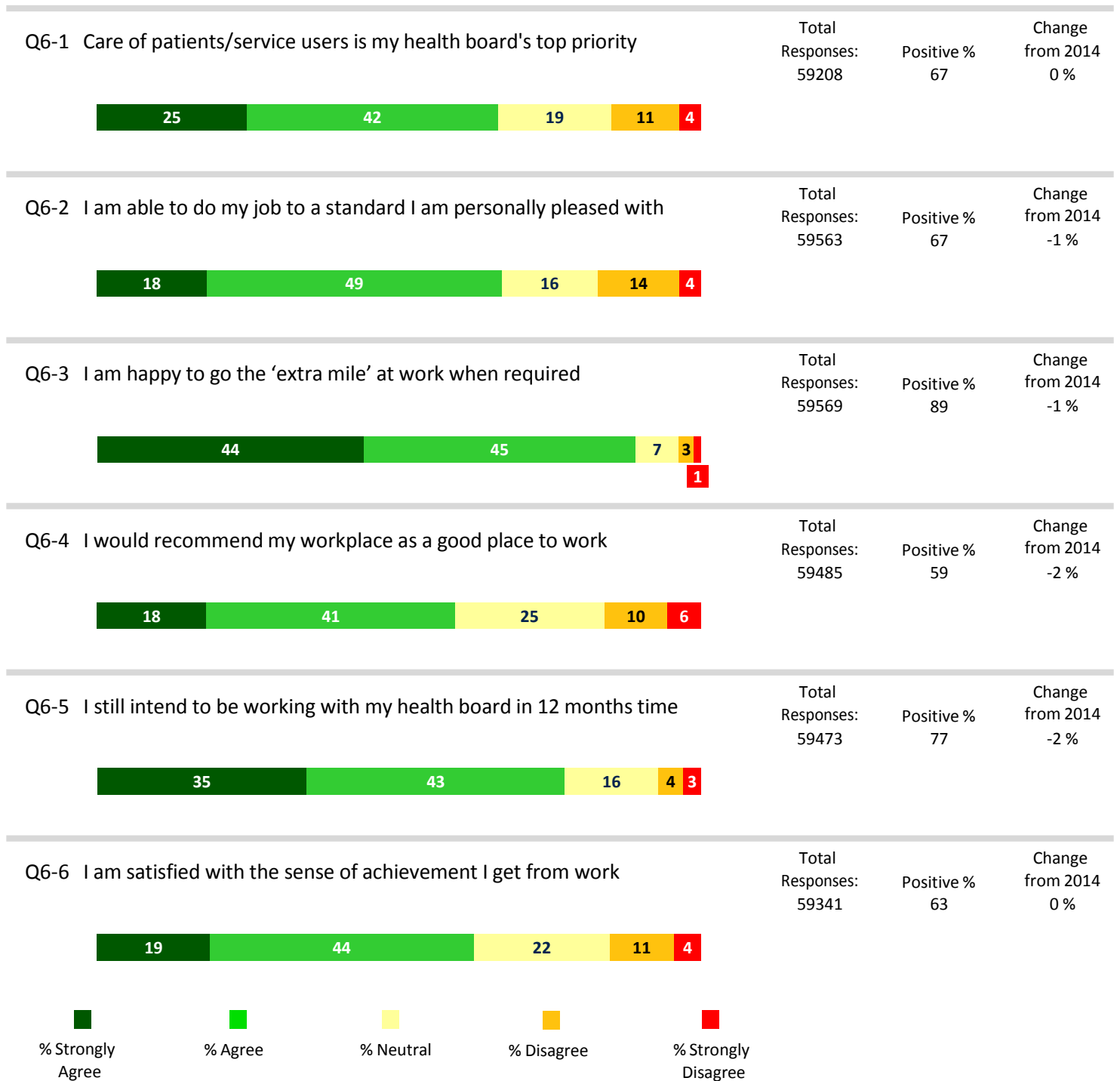
Q6-5 *I still intend to be working within my health board in 12 months time* also appeared in the list of the top five most positive responses (Table 1, page 12), with a positive response rate of 77%. Positive responses across the Boards ranged between 54% and 83%. Looking at results by staff group, Salaried General Practitioners recorded the highest positive response (82%). Q6-5, along with Q6-4 *I would recommend my workplace as a good place to work* recorded the largest percentage decrease in positive responses when comparing 2014 and 2015 i.e. two percentage points.

Q6-1 *Care of patients/service users is my health board's top priority* recorded a 67% positive response rate; this is equal to the 2014 result. Across the Boards, the range of positive responses was between 39% and 86%. Positive responses by staff group ranged between 32% and 85%.

Two new questions were included in this section of the survey in 2015. Both of these questions mirrored those used in the NHSScotland iMatter survey, which uses a 6 point response scale which has no neutral option. One of these questions Q6.7 *I have confidence and trust in my direct line manager*, was also one of the most positive perceptions in the 2015 survey. Around 79% of staff agreed with the statement, with Health Board results ranging from 62% to 85%.

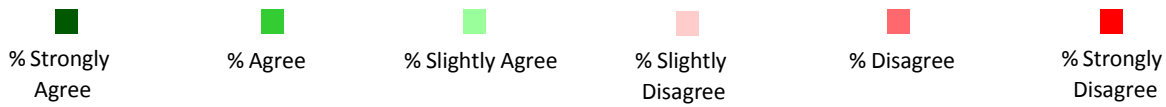
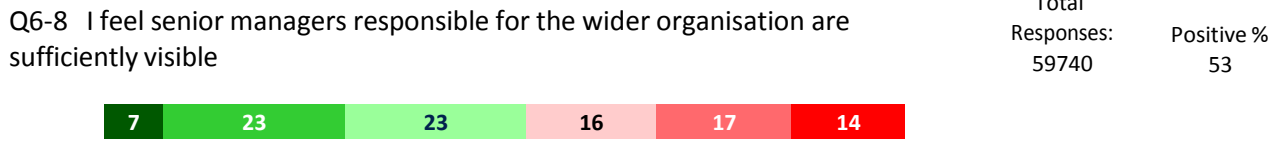
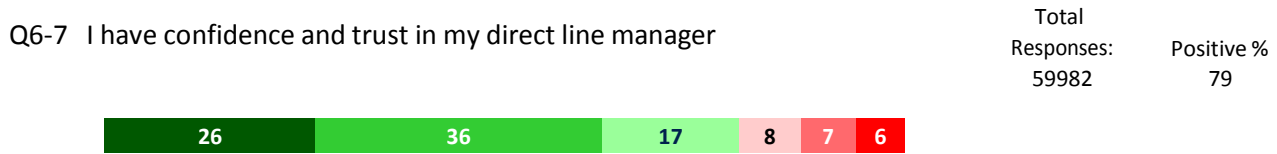
In summary, all eight statements relating to overall experience received a positive response from 53% or more of all respondents. A high level of employee commitment to their job was evidenced by the 89% of respondents who agreed *I am happy to go the 'extra mile' at work when required*. Also, almost 77% of survey respondents agreed *I still intend to be working with my health board in 12 months time*.

Figure 12 - General - Overall Experience of Working in NHSScotland



[Note: There may be variation up to 1% when compared to the Frequency Data due to rounding.]

Figure 12 - General - Overall Experience of Working in NHSScotland



[Note: There may be variation up to 1% when compared to the Frequency Data due to rounding.]

13 Participant profile

This section provides a 'Sample Profile' detailing the employment and socio-demographic characteristics of the staff who responded to the survey, presented in chart format. The profile of staff who responded to the 2015 Survey is broadly in line with that of all staff employed within NHSScotland. The 2015 sample profile is also very similar to the equivalent profile for the 2014 Survey.

It was not possible to calculate accurate response rates for individual staff groups as some of the staff group categories used within the survey do not map directly to the SWISS (Scottish Workforce Information Standard System) categories that the staffing figures for NHSScotland are based on.

Figure 13 - Participant Profile - Staff Group

Q7-1 To which staff group do you belong?

Administrative and Clerical (e.g. records staff, clerical services, information, finance, HR, other corporate services and central functions etc.)	26
Doctors in Training	1
Executive Grades/Senior Managers	2
Health Promotion	1
Medical/Dental	7
Medical/Dental Support Group (including dental nursing, hygienist etc.)	1
Other Therapeutic Staff (psychology, counselling, optometry etc.)	1
Pharmacy (including pharmacy technicians)	2
Salaried General Dental Practitioner	<1
Salaried General Practitioner	<1
Allied Health Profession Staff (Physiotherapy, occupational therapy, radiography, dietetics, speech and language therapy, clinical etc.) - Qualified/Registered	10
Allied Health Profession Staff (Physiotherapy, occupational therapy, radiography, dietetics, speech and language therapy, clinical etc.) - Support/Helpers/Instructors etc	2
Ambulance - Management	<1
Ambulance - Vehicle Crew	<1
Healthcare Science/Scientific and Technical Staff (including BMS, clinical sciences/physiology etc.) - Qualified/Registered	3
Healthcare Science/Scientific and Technical Staff (including BMS, clinical sciences/physiology etc.) - Support	1
Nursing/Midwifery Staff - Auxiliary/Support (including auxiliaries, HCAs, students, nursery nurse)	4
Nursing/Midwifery Staff - Nurse Bank	1
Nursing/Midwifery Staff - Registered Nurse/Midwife	21
Nursing/Midwifery Staff - Ward Manager/Senior Charge Nurse	4
Personal and Social Care - Registered Social Worker	<1
Personal and Social Care - Social Care Support Staff	<1
Personal and Social Care - Other (other community care worker, chaplain etc.)	<1
Support Service - Maintenance/Estates	1
Support Service - Other Support Services (domestic, catering, portering, hotel services/transport/laundry/sterile services etc.)	4
Admin and Clerical	<1
Airwing Staff	<1

[Note: There may be variation up to 1% when compared to the Frequency Data due to rounding.]

Figure 13 - Participant Profile - Staff Group

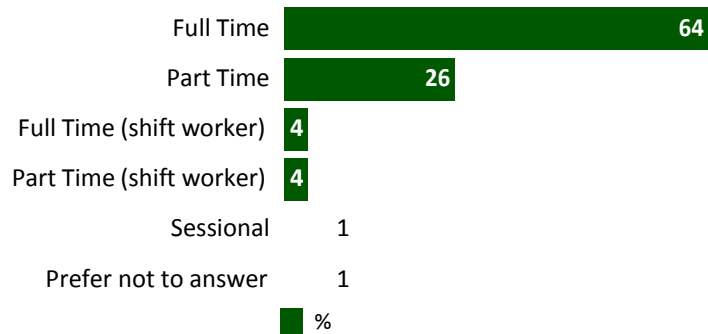
Q7-1 To which staff group do you belong?

Ambulance Technician	1
Ambulance Paramedic	1
Ambulance Care Assistant	<1
Driver Grade	<1
Ambulance Control Centre Staff	<1
Education and Professional Development	<1
Fleet Management/Fleet Maintenance	<1
Frontline Manager/Team Leader	<1
Medical Directorate	<1
Middle Manager/Area Service Manager	<1
Patient Transport Service Staff	<1
Support Services (Finance/HR/Estates/ICT/Corporate Affairs/ Service Improvement/Strategic Planning etc)	<1
Senior Manager (Band 8a and above)	<1
Student/Trainee	<1
Other	4
	%

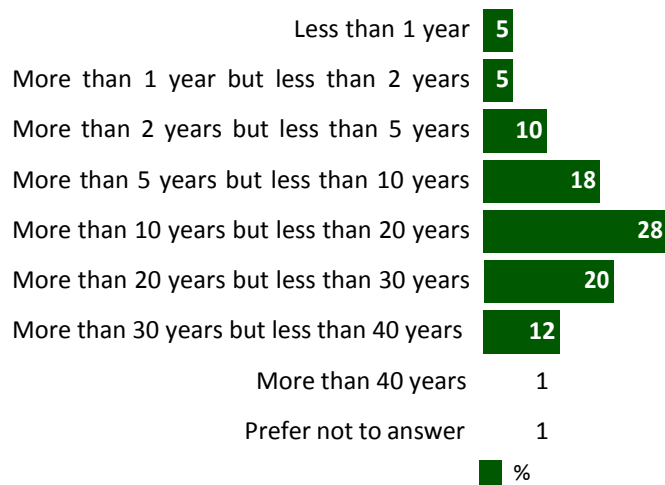
[Note: There may be variation up to 1% when compared to the Frequency Data due to rounding.]

Figure 13a - Participant Profile - Contract Type & Length of Service

Q8-1 Do you work at your health board?



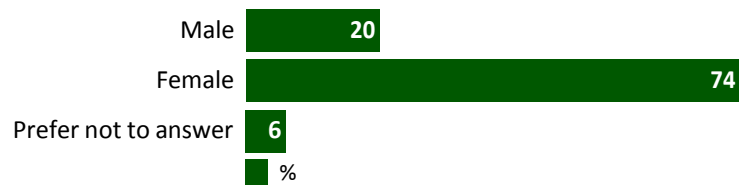
Q8-2 How long have you worked in the NHS in Scotland?



[Note: There may be variation up to 1% when compared to the Frequency Data due to rounding.]

Figure 13b - Participant Profile - Gender, Gender Reassignment, Age Group & Sexuality

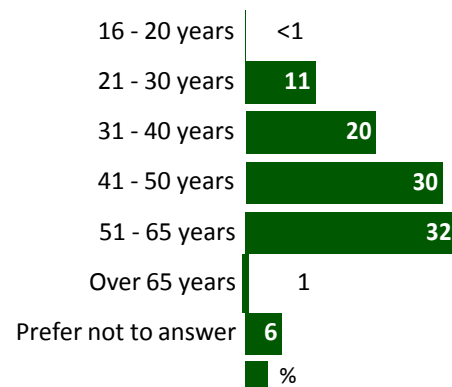
Q8-3 Are you:



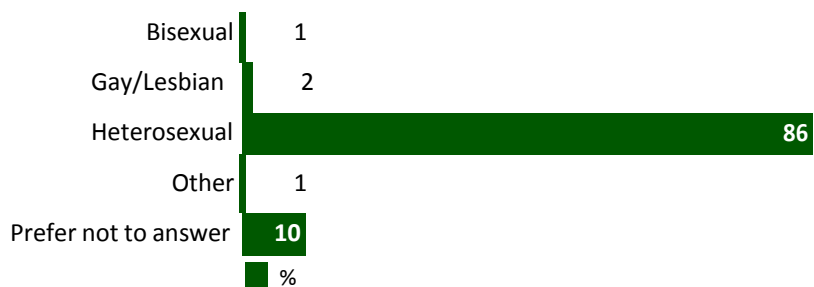
Q8-4 Have you undergone, are you undergoing or do you intend to undergo gender reassignment?



Q8-5 What was your age last birthday?



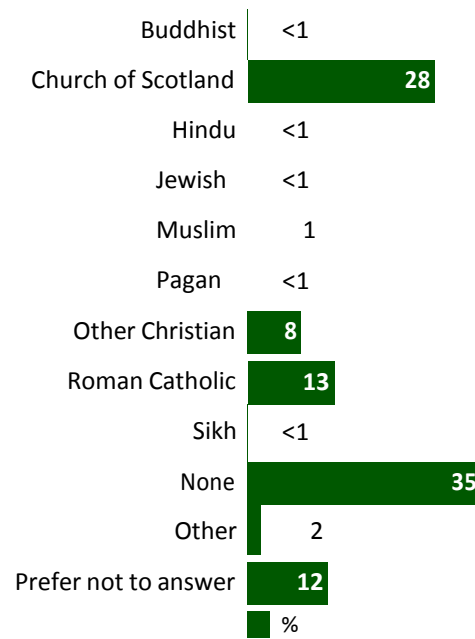
Q8-6 Which of the following options best describes how you think of yourself?



[Note: There may be variation up to 1% when compared to the Frequency Data due to rounding.]

Figure 13c - Participant Profile - Religion

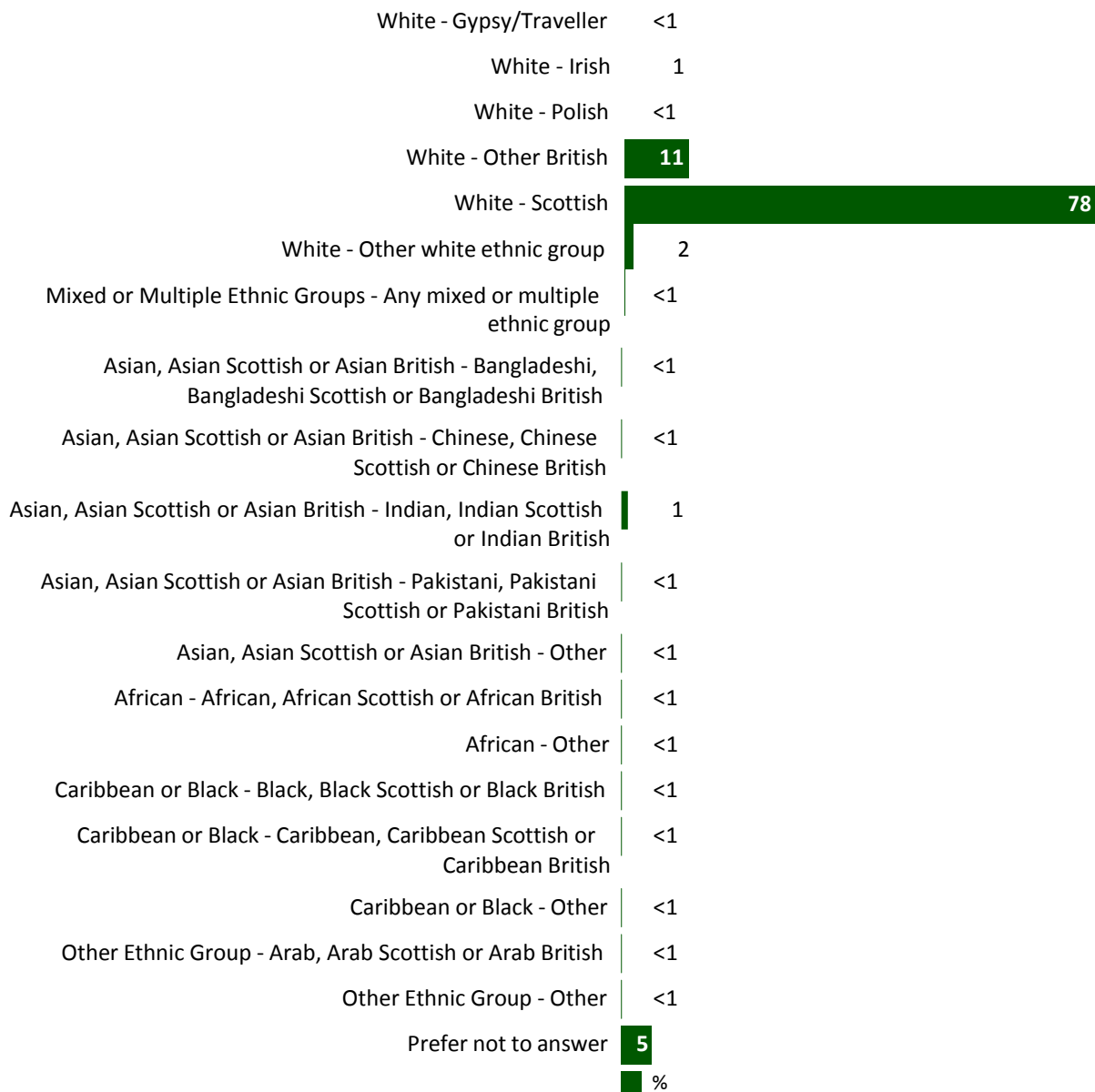
Q8-7 Which religion, religious denomination or body do you belong to?



[Note: There may be variation up to 1% when compared to the Frequency Data due to rounding.]

Figure 13d - Participant Profile - Ethnicity

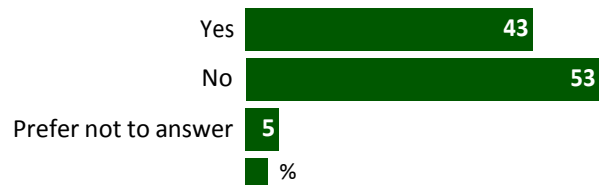
Q8-8 Which best describes your ethnic group or background?



[Note: There may be variation up to 1% when compared to the Frequency Data due to rounding.]

Figure 13e - Participant Profile - Caring Responsibilities & Disability

Q8-9 Do you have day to day caring responsibilities for dependent children or disabled/sick/elderly people outside of work?



Q8-10 Do you consider yourself to be disabled within the definition of the Equality Act 2010?



[Note: There may be variation up to 1% when compared to the Frequency Data due to rounding.]

NHSScotland Staff Survey 2015 Appendices to National Report

The NHSScotland Staff Survey 2015 was launched on 10th August 2015 and closed at 17:00 on 23rd September 2015. Building on the work of previous staff surveys (2006, 2008, 2010, 2013 and 2014), the survey gave all NHSScotland staff the opportunity to provide feedback on their experience of working for the organisation.

The survey was multi-mode and gave staff the opportunity to contribute their views either on-line, over the telephone or by postal questionnaire.

The results of the survey are intended to be used to identify areas where things are going well, but also to highlight potential areas for improvement. The findings can also be used to monitor trends over time and to assess organisational performance against the five key elements of the [NHSScotland Staff Governance Standard](#).

Introduction

The Appendices Report accompanies the National Report, and is designed to assist readers in understanding and interpreting the survey results.

This report contains a number of appendices which provide further supporting information to help you to make sense of the survey results, the appendices are:

Appendix A: describes the types of questions included in the survey, the way the results were calculated and important points and caveats the reader should be aware of when using and interpreting the findings.

Appendix B: comprises a series of tables showing the percentage of positive and the percentage of negative responses received for each question, in 2015 and 2014. The column on the right of the table uses a colour coding system to show whether the differences between the positive responses in 2014 and 2015 were statistically significant improvements (green), statistically significant deteriorations (red) or not statistically different from each other (grey).

Appendix C: comprises of a series of tables showing the percentage of positive responses received for each question, by each NHS Board in NHSScotland. For ease of reading, Boards have been grouped into three categories: Mainland Boards, Island Boards and National Bodies / Special Boards.

Appendix D: comprises of a series of tables showing the percentage of positive responses received for each question, by each staff group within NHSScotland. In order to preserve anonymity results for sub-groups comprising fewer than ten respondents are not shown (the total number of responses is shown as <10 and the results column is left blank). Responses from these staff groups have been included in the overall results.

Appendix E: comprises of a series of tables showing the percentage of positive responses received for each question, by employment and socio-demographic characteristics of the staff in NHSScotland. Groups include Working Pattern, Length of Service, Age, Caring Responsibilities, Disability, Ethnicity, Gender and Gender Reassignment, Religious Beliefs and Sexuality.

Appendix F: A table for comparing the percentage of positive responses for each question in 2015 with the corresponding results in each of the previous staff surveys.

Appendix A: Background

1 Types of survey questions

There were various types of questions used in the NHSScotland 2015 Staff Survey questionnaire. This section describes the types of questions that were included and highlights any important information that the reader should be aware of in relation to each question type.

1.1 'Top-level' and 'sub' questions

'Top-level' questions are defined as questions to which all respondents were expected to provide an answer.

Example:

Q5-5 During the past 12 months while working for your health board have you experienced bullying/harassment from your manager?

'Sub-questions' are questions that respondents were expected to answer only where relevant to a previous response.

Example:

Q5-6 Did you report the bullying / harassment you experienced?

Note that the number of responses received for sub-questions will always be much lower than that received for top-level questions as only a sub-set of respondents will have provided an answer to each sub-question.

1.2 Attitudinal questions on a five point scale

Many of the survey questions were designed to capture the views of respondents in relation to a particular statement. These questions were all phrased positively and invited participants to respond on a scale between one and five, one being the most positive response and five being the least positive.

Example:

To what extent do you agree or disagree with the following statements?		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q5-1	Care of patients/service users is [Health Board]'s top priority	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

1.3 Attitudinal questions on a six point scale

Two additional questions have been included in 2015 with a six point scale. These questions have been taken directly from iMatter which will allow for some national benchmarking across Health Boards. These are:

'Q7 I have confidence and trust in my direct line manager'

'Q8 I feel senior managers responsible for the wider organisation are sufficiently visible'

These questions, similar to the five point scale, were phrased positively and invited participants to respond on a scale between one and six, one being the most positive response and six being the least positive.

Example:

To what extent do you agree or disagree with the following statements?		Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree
Q6-7	I have confidence and trust in my direct line manager	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

As with previous surveys, the main unit of measurement is the percentage of staff who answered positively to each question. For example, for questions where respondents were asked to indicate their level of agreement or disagreement, responses of strongly agree and agree were considered positive. Full details of the response categories are shown below:

Response			Response Category
• Strongly Agree	• Strongly Agree	• Always	Positive
• Slightly Agree		• Yes	
• Agree	• Agree	• Often	
	• Neutral	• Sometimes	Neutral
• Strongly Disagree	• Strongly Disagree	• Seldom	Negative
• Slightly Disagree		• No	
• Disagree	• Disagree	• Never	

For each attitudinal question, the percentage of respondents who selected each response option is reported along with the total percentage of positive responses. Note that it is important to look at these detailed results, across all the response categories, when interpreting the survey findings.

1.4 Non-scale questions

There were a number of non-scale questions in the survey where respondents were invited to respond either 'Yes' or 'No'. Where the question was positive, 'Yes' was considered to be a positive response.

Example:

Q2-4 Did you agree a Personal Development Plan (PDP) or equivalent?

Please note that there were seven questions in the survey where the question was negative (Q4-4, Q4-5, Q5-5, Q5-6, Q5-10, Q5-11 and Q5-12). For these questions, 'No' was considered to be a positive response.

Example:

Q5-5 During the past 12 months while working for your health board have you experienced bullying/harassment from your manager?

There were two non-scale questions in the survey (Q2-1 and Q5-4) where there was more than one positive response option. In these cases, both positive responses were considered to be equally positive.

Example:

1. In the last 12 months, have you had a Knowledge and Skills Framework (KSF) development review, performance review, appraisal, Personal Development Plan meeting or equivalent?
- 1 No *If No, please go to QUESTION BLOCK 3*
- 2 Yes, KSF development review
- 3 Yes, other type of performance review, appraisal, Personal Development Plan meeting or equivalent

2 Calculation and reporting of results

This section describes how the results in the National Report were calculated.

2.1 Percentage of positive responses

As with previous surveys, the key unit of measurement provided throughout the report is the percentage of staff who responded 'positively' to each question.

For each question, the percentage of positive responses was calculated according to the number of respondents who provided a valid answer to that question. Respondents who did not provide a valid answer were excluded (e.g. no answer given, multiple answers on a paper questionnaire where a single response is required, illegible written marks).

Example:

Total Number of Responses	Number of Valid Responses	Number of Positive Responses	% of Positive Responses
1,023	1,000	800	80%

The total number of valid responses received for each question is shown in the report.

For ease of reading, all percentages are reported to the nearest whole number. Please note that all reported differences between results are based on rounded results.

Example:

2015 Result (unrounded)	2014 Result (unrounded)	2015 Result (reported)	2014 Result (reported)	Difference (reported)
80.3	80.6	80	81	-1%

Rounding percentages to the nearest whole number occasionally results in total percentages that do not add up to exactly 100% (in some charts / tables percentages may total 99% or 101%).

In order to ensure maximum accuracy, all formal statistical testing was performed on unrounded results.

2.2 Protecting the anonymity of respondents

The survey asked respondents to provide information relating to their employment (e.g. staff group, working pattern) and socio-demographic profile (e.g. age, gender, ethnicity). This information has been used to present the results for different groups of staff in Appendix D and E of this report. The purpose of these appendices is to help highlight any variation in response amongst staff groups.

In order to preserve anonymity, sub-groups of staff comprising of fewer than ten respondents have not been reported separately, however their responses have been included in overall NHSScotland and NHS Board results.

Where possible, small staff groups were amalgamated. For example, there were very few respondents who selected Student/Trainee as their staff group, therefore for the purposes of reporting this group has been merged with the 'other' staff group.

3 Guide to the National Report

The survey questionnaire was structured around the five key elements of the [NHSScotland Staff Governance Standard](#).

The Staff Governance Standard requires all Boards to demonstrate that staff are:

1. Well Informed
2. Appropriately Trained and Developed
3. Involved in Decisions
4. Treated Fairly and Consistently, with Dignity and Respect in an Environment where Diversity is Valued
5. Provided with a Continuously Improving and Safe Working Environment Promoting the Health and Wellbeing of Staff, Patients and the Wider Community.

The results presented in the national report are set out according to these five elements, along with findings relating to the overall experience of working for NHSScotland.

There are also specific sections relating to unfair discrimination, bullying and harassment, and emotional / verbal or physical abuse. Broadly speaking, questions relating to unfair discrimination are aligned with the 'Treated Fairly and Consistently' Staff Governance strand, whereas questions relating to bullying and harassment and emotional / verbal or physical abuse are aligned with the 'Provided with a Continuously Improving and Safe Working Environment' strand.

3.1 Survey response

On page ten of the national report, you will find the percentage of staff who participated in the survey within each NHS Board in 2013, 2014 and 2015.

It is important to note that the results in the national report relate only to staff who responded to the survey; the views of these staff may not necessarily represent all staff employed by NHSScotland. If the response rate for a Board is particularly low, please bear this in mind when interpreting the results.

You should also refer to the 'Participant Profile' (Figure 13 of the national report) when considering response rate. This profile shows who responded to the survey within NHSScotland. If you know that around 40% of the staff within your Board are nurses, but only 20% of the survey respondents were nurses, then this group may be under-represented in your survey results.

If any of the staff groups are under-represented then it may be useful to investigate whether these staff groups face any barriers to participation that Boards could address in order to encourage participation in future surveys. It is found that there are barriers outwith the Board's control (e.g. staff objected to certain questions within the survey) it would be useful to feed this information back to the survey sponsors so that this can be considered in the design of future surveys.

3.2 Key findings and summary of results

On pages 12 - 16 (section 6) of the national report, the main findings of the survey are summarised, presented under sub-headings for each of the five Staff Governance Standard strands; and sub-heading for the 'overall experience' section of the survey.

Pages 14 and 14 (section 6.1 and 6.2) present the five most and least positive results for NHSScotland. Figure 2 on page 17 ranks the results of all the attitudinal questions from most to least positive: this will help you to begin to identify areas of strength or weakness within your survey results.

The information on these pages is shown in a summary format that could easily be used within a presentation for communicating results to staff. More detailed information is presented within the report

using alternative formats that will be useful for other situations (e.g. presentations to specific groups or bodies).

Please note:

- Only attitudinal questions on a five-point or six-point scale are included in the key findings and Figure 2. Non-scale questions with only two response options (Yes / No) tend to score the most positively / negatively in surveys, so their inclusion in this analysis would have skewed the results.

- There are some Yes / No type questions where one might expect the percentage of positive responses to be extremely high (e.g. discrimination, bullying & harassment); including these questions in the most and least positive results could be misleading.

3.3 Comparison to the 2014 Staff Survey

Figure 3 on page 20 of the report shows the change in the percentage of positive responses since the 2014 NHSScotland Staff Survey. The results are ranked from most to least improvement. This figure will help you to gauge where responses have most improved or deteriorated since 2014. Only the attitudinal questions on a five-point scale are shown.

Comparisons with the 2014 results are colour coded according to whether the changes are statistically significant. The green bars on the graph represent a statistically significant positive change in response since the 2014 survey, whereas the red bars show a statistically significant negative change. Amber bars indicated that any change observed is not statistically significant.

Note that the staff who responded to the 2014 survey may not be the same staff who responded in 2015. Where there is a notable difference in the Participant Profile (Figure 13 of the national report) in 2015 compared to 2014, this will be highlighted in the summary on page 8 of the report.

Question Block 8 Q1 has been revised to help improve the quality of data collected by ensuring staff understand the question better. The response options have been reduced to 6 for 2015. Staff will indicate whether they are *full time or part time; full time (shift worker) or part time (shift worker); Sessional or they prefer not to say*.

Two additional questions have been included (Question Block 6 Q7 and Q8). These questions have been taken directly from iMatter which will allow for some national benchmarking across Health Boards.

'Q7 I have confidence and trust in my direct line manager'

'Q8 I feel senior managers responsible for the wider organisation are sufficiently visible'

There may be instances in Figure 3 where, for example, a 1% difference for one question is shown to be significant, but a 2% difference for another question is not. While this may seem strange there are a number of reasons why this may occur; the most likely reason relates to the fact that, while all percentages and percentage differences are reported to the nearest whole number, all statistical testing was performed on unrounded results. The statistical significance calculations are also affected by the number of people who provided a valid answer to each question and by results which approach the extremes (e.g. the percentage of positive responses is >90% or <10%).

3.4 Identifying opportunity for improvement

Section 6.5 presents a 'RAG' (Red, Amber, Green) analysis of survey findings in 2015 and 2014. Pages 21 and 22 present an explanation of how to read and interpret the RAG table (Table 1) which is presented on pages 23 and 24.

This table concisely presents a lot of useful data from the current and previous survey, ordered from the most to least positive responses in 2015. It therefore allows the reader to see the change in response between years, upon which statistical significance testing has been performed using the 95% confidence

interval. A summary count is provided of the number of statistically significant improvements, statistically significant deteriorations, and questions for which there was no significant change between 2014 and 2015.

The red/amber/green colour coding is designed to act as a guide to interpreting the results and to help to identify areas of strength and areas that present opportunities for improvement. The parameters for the 'red', 'amber' and 'green' colour coding have been set by Capita for this survey in line with the parameters used in our analysis of the results for other public sector staff surveys.

While Capita tends to use a numeric scoring system to analyse scale questions, to assist the reader the colour coding for this survey is determined by the overall 'positive' percentage (in line with other forms of analysis presented in this report). When using a 5-point scale the cut-off for 'areas of strength' is usually questions or statements generating an average score of over 4.00 on a scale of 1 to 5. Analysis of the national data led to converting the threshold to questions or statements where 65% or more agree or tend to agree.

Similarly, the cut-off for 'areas for improvement' is usually questions or statements generating a score below 3.00 (mid-point on the scale from 1 to 5) and this is converted into 40% or fewer staff agreeing.

It should be remembered that this colour coding is simply a guide, and that your knowledge of NHSScotland, its workforce and local challenges will also influence which factors you feel are priorities for implementing actions aimed at improving future staff survey perceptions.

3.5 Main results charts

On pages 25 to 40 you will find the results of the survey (Figures 4 to 11), set out according to the five strands of the Staff Governance Standard. Figure 12, on page 42 and 43, presents findings from the set of questions about overall experience of working in NHSScotland.

All the main results charts (for scale response questions) are structured in a similar way:

1. **Question:** The text of the question that was asked.
2. **Response chart:** The percentage of respondents who selected each response option for this question, rounded to the nearest whole percentage, is presented in a stacked bar chart. It is important to look at this detailed breakdown, not just the percentage of positive responses, when interpreting the survey results. Note that the rounding percentages occasionally results in the total percentage not adding up to exactly 100%.
3. **Total Responses:** The number of valid responses that were received for this question.
4. **% Positive 2015:** The total percentage of positive responses that were received for this question in 2015. Note that the sum of all the positive responses shown in the bar chart will occasionally not equal the figure shown under the '% Positive 2015' heading. This is related to the rounding of results and is not an error.
5. **Change from 2014:** The change in the percentage of positive responses to this question since the 2014 NHSScotland Staff Survey. This data may be presented as a positive (+) or negative (-) percentage according to whether the overall percentage of positive responses was higher or lower than in 2014.

On pages 34, 38 and 40 of the report, the reasons that respondents gave for not reporting unfair discrimination, bullying / harassment and physical violence or emotional / verbal abuse are shown. Respondents were asked to indicate whether they agreed or disagreed with each of the reasons for non-reporting that were listed in the survey. Note that respondents may have agreed with all, some or none of the reasons listed.

Appendix B: Significant change in findings between 2014 and 2015

This section comprises a series of tables showing the percentage of positive and the percentage of negative responses received for each question, in 2015 and 2014. The column on the right of the table uses a colour coding system to show whether the differences between the positive responses in 2014 and 2015 were statistically significant improvements (green), statistically significant deteriorations (red) or not statistically different from each other (grey).

Appendix B - The results below show the positive and negative percentages in 2015 and 2014 for each question. The table also shows any significant differences between the two positive percentages between the two years.

Note: All sub questions are excluded from the significance testing

	2015 positive %	2015 negative %	2014 positive %	2014 negative %	Significant improvement or deterioration
Q1-1 I am kept well informed about what is happening in my health board	55%	19%	56%	18%	No significant change
Q1-2 My line manager communicates effectively with me	63%	19%	63%	19%	No significant change
Q1-3 When changes are made at work, I am clear how they will work out in practice	40%	30%	41%	30%	No significant change
Q1-4 I am clear what my duties and responsibilities are	85%	2%	86%	2%	Deterioration
Q1-5 I understand how my work fits into the overall aims of my health board	77%	5%	78%	5%	No significant change
Q2-1 In the last 12 months, have you had a Knowledge and Skills Framework (KSF) development review, performance review, appraisal, Personal Development Plan meeting or equivalent?	74%	26%	75%	25%	No significant change
Q3-1 Staff are always consulted about changes at work	28%	47%	29%	46%	No significant change
Q3-2 I have sufficient opportunities to put forward new ideas or suggestions for improvement in my workplace	53%	23%	54%	23%	No significant change
Q3-3 I am confident my ideas or suggestions would be listened to	41%	31%	42%	30%	No significant change
Q3-4 I have a choice in deciding what I do at work	40%	25%	40%	24%	No significant change
Q4-1 My line manager encourages me at work	63%	16%	63%	16%	No significant change

Appendix B - The results below show the positive and negative percentages in 2015 and 2014 for each question. The table also shows any significant differences between the two positive percentages between the two years.

Note: All sub questions are excluded from the significance testing

	2015 positive %	2015 negative %	2014 positive %	2014 negative %	Significant improvement or deterioration
Q4-2 I get the help and support I need from colleagues	79%	6%	79%	6%	No significant change
Q4-3 My health board acts fairly and offers equality of opportunity with regard to career progression/promotion	62%	13%	59%	15%	Improvement
Q4-4 During the past 12 months while working for your health board, have you experienced unfair discrimination from your manager?	93%	7%	94%	6%	Deterioration
Q4-5 During the past 12 months while working for your health board, have you experienced unfair discrimination from other colleagues?	92%	8%	93%	7%	Deterioration
Q5-1 I can meet all the conflicting demands on my time at work	46%	33%	45%	34%	No significant change
Q5-2 There are enough staff for me to do my job properly	33%	45%	33%	46%	No significant change
Q5-3 I believe it is safe to speak up and challenge the way things are done if I have concerns about quality, negligence or wrongdoing by staff	56%	23%	57%	23%	No significant change
Q5-4 Have you had any health and safety training paid for or provided by your health board? E.g. Fire training, manual handling etc.	79%	17%	80%	16%	No significant change
Q5-5 During the last 12 months while working for your health board have you experienced bullying/harassment from your manager?	92%	8%	91%	9%	No significant change
Q5-6 During the past 12 months while working for your health board, have you experienced bullying/harassment from other colleagues?	87%	13%	85%	15%	No significant change
Q5-10 During the past 12 months while working for your health board, have you experienced emotional/verbal abuse from patients/service users or other members of the public?	66%	34%	67%	33%	No significant change

Appendix B - The results below show the positive and negative percentages in 2015 and 2014 for each question. The table also shows any significant differences between the two positive percentages between the two years.

Note: All sub questions are excluded from the significance testing

	2015 positive %	2015 negative %	2014 positive %	2014 negative %	Significant improvement or deterioration
Q5-11 During the past 12 months while working for your health board, have you experienced physical violence from patients/service users or other members of the public?	92%	8%	92%	8%	No significant change
Q6-1 Care of patients/service users is my health board's top priority	67%	15%	67%	15%	No significant change
Q6-2 I am able to do my job to a standard I am personally pleased with	67%	17%	68%	17%	No significant change
Q6-3 I am happy to go the 'extra mile' at work when required	89%	4%	90%	3%	Deterioration
Q6-4 I would recommend my workplace as a good place to work	59%	16%	61%	16%	No significant change
Q6-5 I still intend to be working with my health board in 12 months time	77%	7%	79%	7%	No significant change
Q6-6 I am satisfied with the sense of achievement I get from work	63%	15%	63%	15%	No significant change
Q6-7 I have confidence and trust in my direct line manager	79%	21%			
Q6-8 I feel senior managers responsible for the wider organisation are sufficiently visible	53%	47%			

Appendix C: Results by NHS Board

This section comprises of a series of tables showing the percentage of positive responses received for each question, by each NHS Board in NHSScotland. For ease of reading, Boards have been grouped into three categories: Mainland Boards, Island Boards and National Bodies / Special Boards.

Appendix C - Results by NHS Board - Mainland Health Boards

Table 1 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by NHS Board.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Mainland Healthboards										
		60681	55077	44389	4730	1551	1755	3466	2565	5238	11844	3275	4184	8791	4812
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	NHS Ayrshire and Arran	NHS Borders	NHS Dumfries and Galloway	NHS Fife	NHS Forth Valley	NHS Grampian	NHS Greater Glasgow and Clyde	NHS Highland	NHS Lanarkshire	NHS Lothian	NHS Tayside
Well Informed	Q1-1 I am kept well informed about what is happening in my health board	55	56	48	60	45	57	51	57	62	58	40	58	52	52
	Q1-2 My line manager communicates effectively with me	63	63	61	64	60	62	61	62	63	65	58	67	63	58
	Q1-3 When changes are made at work, I am clear how they will work out in practice	40	41	39	42	38	41	41	42	43	41	37	45	41	36
	Q1-4 I am clear what my duties and responsibilities are	85	86	83	87	86	84	85	85	86	85	83	87	87	82
	Q1-5 I understand how my work fits into the overall aims of my health board	77	78	66	80	77	77	76	78	77	78	73	81	79	74
Appropriately Trained and Developed	Q2-1 In the last 12 months, have you had a Knowledge and Skills Framework (KSF) development review, performance review, appraisal, Personal Development Plan meeting or equivalent? ('Yes, KSF development review', 'Yes, other type of performance review, appraisal, Personal Development Plan meeting or equivalent' & 'Yes, but type of review unclear')	74	75	73	73	85	65	66	85	70	82	67	86	70	67
	Q2-2 Did it help you to improve how you do your job? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	43	43	39	40	41	45	43	40	47	42	36	42	47	39
	Q2-3 Did it help you agree clear objectives for your work? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	66	67	66	70	68	68	65	61	71	65	58	63	74	63
	Q2-4 Did you agree a Personal Development Plan (PDP) or equivalent? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	84	84	83	89	84	84	82	79	84	88	76	84	88	81
	Q2-5 Have you received, or expect to receive, the training that was identified in that plan? (based on the number of respondents answering 'Yes' to Q2-4)	76	77	75	78	70	75	80	75	80	74	74	76	79	75

Appendix C - Results by NHS Board - Mainland Health Boards

Table 1 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by NHS Board.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Mainland Healthboards										
		60681	55077	44389	4730	1551	1755	3466	2565	5238	11844	3275	4184	8791	4812
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	NHS Ayrshire and Arran	NHS Borders	NHS Dumfries and Galloway	NHS Fife	NHS Forth Valley	NHS Grampian	NHS Greater Glasgow and Clyde	NHS Highland	NHS Lanarkshire	NHS Lothian	NHS Tayside
Involved in Decisions	Q3-1 Staff are always consulted about changes at work	28	29	26	30	26	29	28	28	30	27	25	31	28	25
	Q3-2 I have sufficient opportunities to put forward new ideas or suggestions for improvement in my workplace	53	54	49	52	55	55	55	55	54	51	52	54	54	51
	Q3-3 I am confident my ideas or suggestions would be listened to	41	42	37	40	43	43	45	42	43	40	41	44	43	39
	Q3-4 I have a choice in deciding what I do at work	40	40	38	38	42	39	42	37	44	39	42	40	40	38
Treated Fairly and Consistently, with Dignity and Respect in an Environment where Diversity is Valued	Q4-1 My line manager encourages me at work	63	63	59	64	62	62	60	63	62	62	61	66	63	58
	Q4-2 I get the help and support I need from colleagues	79	79	76	79	80	77	80	79	80	79	77	81	80	78
	Q4-3 My health board acts fairly and offers equality of opportunity with regard to career progression/promotion	62	59	44	65	58	61	61	62	62	63	57	63	63	58
	Q4-4 During the past 12 months while working for my health board, I have not experienced unfair discrimination from my manager?	93	94	92	93	93	92	91	93	93	93	92	93	93	91
	Q4-5 During the past 12 months while working for my health board, I have not experienced unfair discrimination from any colleagues?	92	93	92	92	92	92	92	92	92	92	92	92	91	91
	Q4-6 Did you report the unfair discrimination you experienced? (based on the number of respondents who have experienced discrimination in the last 12 months)	34	35	34	36	40	29	32	30	39	32	34	32	37	35
	Q4-7 Were you satisfied with the response you received? (based on the number of respondents who had reported being discriminated against in the last 12 months)	29	26	27	28	30	25	26	31	33	34	26	27	31	30

Appendix C - Results by NHS Board - Mainland Health Boards

Table 1 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by NHS Board.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Mainland Healthboards										
		60681	55077	44389	4730	1551	1755	3466	2565	5238	11844	3275	4184	8791	4812
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	NHS Ayrshire and Arran	NHS Borders	NHS Dumfries and Galloway	NHS Fife	NHS Forth Valley	NHS Grampian	NHS Greater Glasgow and Clyde	NHS Highland	NHS Lanarkshire	NHS Lothian	NHS Tayside
Provided with a Continuously Improving and Safe Working Environment Promoting the Health and Wellbeing of Staff, Patients and the Wider Community	Q5-1 I can meet all the conflicting demands on my time at work	46	45	42	47	42	44	47	43	43	49	43	44	45	43
	Q5-2 There are enough staff for me to do my job properly	33	33	31	33	30	32	34	30	31	36	31	34	30	31
	Q5-3 I believe it is safe to speak up and challenge the way things are done if I have concerns about quality, negligence or wrongdoing by staff	56	57	52	57	57	57	58	56	56	57	54	58	58	54
	Q5-4 Have you had any health and safety training paid for or provided by your health board? E.g. Fire training, manual handling etc.	79	80	82	87	81	86	86	80	73	76	81	84	87	86
	Q5-5 During the last 12 months while working for my health board, I have not experienced bullying/harassment from my manager?	92	91	89	92	93	92	91	93	92	92	91	92	92	90
	Q5-6 During the past 12 months while working for my health board, I have not experienced bullying/harassment from any colleagues?	87	85	85	87	86	85	88	87	86	88	84	88	86	85
	Q5-7 Did you report the bullying/harassment you experienced? (based on the number of respondents who have experienced bullying/harassment in the last 12 months)	37	37	36	36	39	37	39	35	40	35	38	35	39	38
	Q5-8 Were you satisfied with the response you received? (based on the number of respondents who had reported being bullied/harassed in the last 12 months)	36	37	37	34	39	34	36	35	39	37	36	37	39	36
	Q5-10 During the past 12 months while working for my health board, I have not experienced emotional/verbal abuse from patients/service users or other members of the public?	66	67	68	63	64	65	63	61	65	68	67	64	63	66
	Q5-11 During the past 12 months while working for my health board, I have not experienced physical violence from patients/service users or other members of the public?	92	92	91	90	89	91	92	91	92	93	93	94	90	90
	Q5-12 Those who experienced emotional/verbal abuse/physical violence who said it was not of a discriminatory nature	91	91	91	93	92	95	94	94	91	92	93	94	90	92
	Q5-13 Did you report the emotional/verbal abuse or physical violence you experienced? (based on the number of respondents who have experienced physical violence from patients/service users or other members of the public in the last 12 months)	47	50	50	45	57	50	46	49	48	47	48	49	50	49
	Q5-14 Were you satisfied with the response you received? (based on the number of respondents who had reported they had been subject to emotional/verbal abuse / physical violence from patients/service users or other members of the public in the last 12	67	67	66	63	74	77	72	68	72	64	67	65	73	71

Appendix C - Results by NHS Board - Mainland Health Boards

Table 1 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by NHS Board.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Mainland Healthboards										
		60681	55077	44389	4730	1551	1755	3466	2565	5238	11844	3275	4184	8791	4812
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	NHS Ayrshire and Arran	NHS Borders	NHS Dumfries and Galloway	NHS Fife	NHS Forth Valley	NHS Grampian	NHS Greater Glasgow and Clyde	NHS Highland	NHS Lanarkshire	NHS Lothian	NHS Tayside
General	Q6-1 Care of patients/service users is my health board's top priority	67	67	55	71	58	69	66	68	66	67	60	69	65	66
	Q6-2 I am able to do my job to a standard I am personally pleased with	67	68	63	68	63	67	67	64	65	68	64	68	66	64
	Q6-3 I am happy to go the 'extra mile' at work when required	89	90	87	90	87	91	89	88	90	89	89	91	90	88
	Q6-4 I would recommend my workplace as a good place to work	59	61	50	62	57	59	60	59	60	58	56	63	60	56
	Q6-5 I still intend to be working with my health board in 12 months time	77	79	75	83	74	79	78	77	76	80	75	80	79	76
	Q6-6 I am satisfied with the sense of achievement I get from work	63	63	60	63	62	62	63	62	63	62	61	64	65	60
	Q6-7 I have confidence and trust in my direct line manager	79			80	79	77	79	80	79	80	77	83	80	75
	Q6-8 I feel senior managers responsible for the wider organisation are sufficiently visible	53			55	51	54	54	51	52	54	47	59	51	46

Appendix C - Results by NHS Board - Island Boards and National Bodies/Special Boards

Table 2 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by NHS Board.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data report due to rounding.

Section	Question	Total number of respondents			National Bodies/Special Boards								Island Boards		
		60681	55077	44389	281	626	216	2703	623	970	1602	221	308	441	479
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	Healthcare Improvement Scotland	NHS Education for Scotland	NHS Health Scotland	NHS National Services Scotland	NHS National Waiting Times Centre	NHS24	Scottish Ambulance Service	The State Hospital	NHS Orkney	NHS Shetland	NHS Western Isles
Well Informed	Q1-1 I am kept well informed about what is happening in my health board	55	56	48	74	59	68	63	61	54	39	54	41	45	58
	Q1-2 My line manager communicates effectively with me	63	63	61	74	73	78	69	68	73	42	65	69	67	68
	Q1-3 When changes are made at work, I am clear how they will work out in practice	40	41	39	37	45	32	43	45	44	20	42	35	44	48
	Q1-4 I am clear what my duties and responsibilities are	85	86	83	81	84	78	84	88	91	76	89	83	88	86
	Q1-5 I understand how my work fits into the overall aims of my health board	77	78	66	76	73	65	80	83	85	63	79	74	81	75
Appropriately Trained and Developed	Q2-1 In the last 12 months, have you had a Knowledge and Skills Framework (KSF) development review, performance review, appraisal, Personal Development Plan meeting or equivalent? ('Yes, KSF development review', 'Yes, other type of performance review, appraisal, Personal Development Plan meeting or equivalent' & 'Yes, but type of review unclear')	74	75	73	97	87	95	80	76	71	53	82	72	60	50
	Q2-2 Did it help you to improve how you do your job? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	43	43	39	47	54	55	40	49	49	25	45	54	48	52
	Q2-3 Did it help you agree clear objectives for your work? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	66	67	66	78	79	77	66	73	59	44	65	73	66	66
	Q2-4 Did you agree a Personal Development Plan (PDP) or equivalent? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	84	84	83	93	93	93	81	85	55	64	89	79	75	83
	Q2-5 Have you received, or expect to receive, the training that was identified in that plan? (based on the number of respondents answering 'Yes' to Q2-4)	76	77	75	80	84	81	79	80	76	59	73	68	77	72

Appendix C - Results by NHS Board - Island Boards and National Bodies/Special Boards

Table 2 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by NHS Board.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data report due to rounding.

Section	Question	Total number of respondents			National Bodies/Special Boards								Island Boards		
		60681	55077	44389	281	626	216	2703	623	970	1602	221	308	441	479
Involved in Decisions	Q3-1 Staff are always consulted about changes at work	NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	Healthcare Improvement Scotland	NHS Education for Scotland	NHS Health Scotland	NHS National Services Scotland	NHS National Waiting Times Centre	NHS24	Scottish Ambulance Service	The State Hospital	NHS Orkney	NHS Shetland	NHS Western Isles
	Q3-2 I have sufficient opportunities to put forward new ideas or suggestions for improvement in my workplace	28	29	26	50	35	62	38	34	29	13	28	25	30	41
	Q3-3 I am confident my ideas or suggestions would be listened to	53	54	49	76	61	71	59	57	39	25	54	54	61	63
	Q3-4 I have a choice in deciding what I do at work	41	42	37	51	51	46	45	45	31	17	40	39	46	51
		40	40	38	51	52	60	43	41	16	22	41	48	46	50
Treated Fairly and Consistently, with where Diversity is Valued	Q4-1 My line manager encourages me at work	63	63	59	76	77	79	69	67	70	40	64	71	72	68
	Q4-2 I get the help and support I need from colleagues	79	79	76	82	86	84	79	76	84	69	82	80	81	78
	Q4-3 My health board acts fairly and offers equality of opportunity with regard to career progression/promotion	62	59	44	70	72	71	68	72	59	36	52	55	59	59
	Q4-4 During the past 12 months while working for my health board, I have not experienced unfair discrimination from my manager?	93	94	92	95	96	94	95	92	95	85	83	94	93	95
	Q4-5 During the past 12 months while working for my health board, I have not experienced unfair discrimination from any colleagues?	92	93	92	93	96	95	94	90	93	86	85	92	92	90
	Q4-6 Did you report the unfair discrimination you experienced? (based on the number of respondents who have experienced discrimination in the last 12 months)	34	35	34	32	21	39	29	30	50	32	45	30	33	24
	Q4-7 Were you satisfied with the response you received? (based on the number of respondents who had reported being discriminated against in the last 12 months)	29	26	27	38	38	86	23	33	21	13	9	60	39	38

Appendix C - Results by NHS Board - Island Boards and National Bodies/Special Boards

Table 2 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by NHS Board.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data report due to rounding.

Section	Question	Total number of respondents			National Bodies/Special Boards								Island Boards		
		60681	55077	44389	281	626	216	2703	623	970	1602	221	308	441	479
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	Healthcare Improvement Scotland	NHS Education for Scotland	NHS Health Scotland	NHS National Services Scotland	NHS National Waiting Times Centre	NHS24	Scottish Ambulance Service	The State Hospital	NHS Orkney	NHS Shetland	NHS Western Isles
Provided with a Continuously Improving and Safe Working Environment Promoting the Health and Wellbeing of Staff, Patients and the Wider Community	Q5-1 I can meet all the conflicting demands on my time at work	46	45	42	60	59	57	58	60	65	29	51	42	46	51
	Q5-2 There are enough staff for me to do my job properly	33	33	31	46	55	48	45	50	44	15	40	29	32	46
	Q5-3 I believe it is safe to speak up and challenge the way things are done if I have concerns about quality, negligence or wrongdoing by staff	56	57	52	63	65	60	62	63	48	31	45	54	58	61
	Q5-4 Have you had any health and safety training paid for or provided by your health board? E.g. Fire training, manual handling etc.	79	80	82	63	68	87	72	92	40	42	83	80	80	81
	Q5-5 During the last 12 months while working for my health board, I have not experienced bullying/harassment from my manager?	92	91	89	95	95	95	93	92	94	85	86	95	93	95
	Q5-6 During the past 12 months while working for my health board, I have not experienced bullying/harassment from any colleagues?	87	85	85	85	94	92	89	85	88	80	84	90	79	85
	Q5-7 Did you report the bullying/harassment you experienced? (based on the number of respondents who have experienced bullying/harassment in the last 12 months)	37	37	36	30	33	36	33	34	34	30	48	40	39	28
	Q5-8 Were you satisfied with the response you received? (based on the number of respondents who had reported being bullied/harassed in the last 12 months)	36	37	37	64	56	50	35	44	36	14	11	24	39	38
	Q5-10 During the past 12 months while working for my health board, I have not experienced emotional/verbal abuse from patients/service users or other members of the public?	66	67	68	96	92	96	93	79	37	34	55	81	70	73
	Q5-11 During the past 12 months while working for my health board, I have not experienced physical violence from patients/service users or other members of the public?	92	92	91	100	99	100	100	97	100	77	80	97	97	94
	Q5-12 Those who experienced emotional/verbal abuse/physical violence who said it was not of a discriminatory nature	91	91	91	90	92	100	92	89	84	81	75	93	92	95
	Q5-13 Did you report the emotional/verbal abuse or physical violence you experienced? (based on the number of respondents who have experienced physical violence from patients/service users or other members of the public in the last 12 months)	47	50	50	60	31	50	37	39	40	32	76	35	49	47
	Q5-14 Were you satisfied with the response you received? (based on the number of respondents who had reported they had been subject to emotional/verbal abuse / physical violence from patients/service users or other members of the public in the last 12 months)	67	67	66	50	100	50	54	65	63	31	65	71	69	77

Appendix C - Results by NHS Board - Island Boards and National Bodies/Special Boards

Table 2 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by NHS Board.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data report due to rounding.

Section	Question	Total number of respondents			National Bodies/Special Boards								Island Boards		
		60681	55077	44389	281	626	216	2703	623	970	1602	221	308	441	479
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	Healthcare Improvement Scotland	NHS Education for Scotland	NHS Health Scotland	NHS National Services Scotland	NHS National Waiting Times Centre	NHS24	Scottish Ambulance Service	The State Hospital	NHS Orkney	NHS Shetland	NHS Western Isles
General	Q6-1 Care of patients/service users is my health board's top priority	67	67	55	74	71	55	74	85	86	39	78	60	68	69
	Q6-2 I am able to do my job to a standard I am personally pleased with	67	68	63	74	78	73	74	80	78	53	75	66	71	75
	Q6-3 I am happy to go the 'extra mile' at work when required	89	90	87	94	92	91	89	94	88	79	82	88	92	91
	Q6-4 I would recommend my workplace as a good place to work	59	61	50	67	73	60	66	78	58	34	54	51	64	69
	Q6-5 I still intend to be working with my health board in 12 months time	77	79	75	68	65	54	76	78	69	64	75	72	73	80
	Q6-6 I am satisfied with the sense of achievement I get from work	63	63	60	59	67	58	61	72	59	54	59	66	70	69
	Q6-7 I have confidence and trust in my direct line manager	79			84	88	85	83	84	86	62	78	85	81	82
	Q6-8 I feel senior managers responsible for the wider organisation are sufficiently visible	53			73	68	75	66	58	62	28	44	53	48	59

Appendix D: Results by staff group

This section comprises of a series of tables showing the percentage of positive responses received for each question, by each staff group within NHSScotland. In order to preserve anonymity results for sub-groups comprising fewer than ten respondents are not shown (the total number of responses is shown as <10 and the results column is left blank). Responses from these staff groups have been included in the overall results.

Appendix D - Results by Staff Group

Table 1 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by staff group.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Staff Group																
		60681	55077	44389	15651	868	1230	676	4215	722	878	1359	56	159	7024	1307	2434	17815	373	3109	2194
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	Administrative and Clerical	Doctors in Training	Executive Grades/Senior Managers	Health Promotion	Medical/Dental	Medical/Dental Support Group	Other Therapeutic Staff	Pharmacy	Salaried General Dental Practitioner	Salaried General Practitioner	Allied Health Profession Staff	Ambulance	Healthcare Science/Scientific and Technical Staff	Nursing/Midwifery Staff	Personal and Social Care	Support Service	Other Staff Group (Includes Student/Trainee)
Well informed	Q1-1 I am kept well informed about what is happening in my health board	55	56	48	56	66	82	68	48	49	64	61	46	57	61	33	56	55	42	42	58
	Q1-2 My line manager communicates effectively with me	63	63	61	63	65	80	71	57	55	73	66	54	62	68	37	59	65	63	52	66
	Q1-3 When changes are made at work, I am clear how they will work out in practice	40	41	39	42	48	65	43	31	34	42	43	27	42	41	16	40	41	36	40	42
	Q1-4 I am clear what my duties and responsibilities are	85	86	83	82	90	89	83	90	84	90	85	78	87	89	77	80	87	82	80	84
	Q1-5 I understand how my work fits into the overall aims of my health board	77	78	66	78	81	88	80	73	74	77	80	64	78	79	61	77	78	67	79	78
Appropriately Trained and Developed	Q2-1 In the last 12 months, have you had a Knowledge and Skills Framework (KSF) development review, performance review, appraisal, Personal Development Plan meeting or equivalent? ('Yes, KSF development review', 'Yes, other type of performance review, appraisal, Personal Development Plan meeting or equivalent' & 'Yes, but type of review unclear')	74	75	73	70	91	84	87	89	77	80	77	69	89	83	51	75	72	52	65	73
	Q2-2 Did it help you to improve how you do your job? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	43	43	39	38	76	60	51	45	33	42	38	45	56	46	21	33	43	63	42	48
	Q2-3 Did it help you agree clear objectives for your work? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	66	67	66	61	89	80	70	63	59	73	65	70	67	75	37	62	68	76	60	69
	Q2-4 Did you agree a Personal Development Plan (PDP) or equivalent? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	84	84	83	78	96	81	86	94	80	87	84	78	96	90	60	86	86	75	73	78
	Q2-5 Have you received, or expect to receive, the training that was identified in that plan? (based on the number of respondents answering 'Yes' to Q2-4)	76	77	75	73	91	90	86	74	71	79	79	59	78	77	53	70	78	84	73	78
Involved in Decisions	Q3-1 Staff are always consulted about changes at work	28	29	26	30	30	59	38	21	20	27	30	16	32	29	8	29	27	32	31	33
	Q3-2 I have sufficient opportunities to put forward new ideas or suggestions for improvement in my workplace	53	54	49	53	49	86	68	50	41	58	61	41	66	59	17	58	52	53	41	55
	Q3-3 I am confident my ideas or suggestions would be listened to	41	42	37	43	43	75	52	36	32	46	48	36	53	44	10	42	40	42	33	44
	Q3-4 I have a choice in deciding what I do at work	40	40	38	42	31	74	60	41	27	50	43	25	36	44	15	35	36	45	34	45

Appendix D - Results by Staff Group

Table 1 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by staff group.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Staff Group																
		60681	55077	44389	15651	868	1230	676	4215	722	878	1359	56	159	7024	1307	2434	17815	373	3109	2194
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	Administrative and Clerical	Doctors in Training	Executive Grades/Senior Managers	Health Promotion	Medical/Dental	Medical/Dental Support Group	Other Therapeutic Staff	Pharmacy	Salaried General Dental Practitioner	Salaried General Practitioner	Allied Health Profession Staff	Ambulance	Healthcare Science/Scientific and Technical Staff	Nursing/Midwifery Staff	Personal and Social Care	Support Service	Other Staff Group (Includes Student/Trainee)
Treated Fairly and Consistently, with Dignity and Respect in an Environment where Diversity is Valued	Q4-1 My line manager encourages me at work	63	63	59	63	69	82	79	56	51	76	66	49	53	68	34	56	64	69	49	68
	Q4-2 I get the help and support I need from colleagues	79	79	76	78	89	86	87	83	75	89	76	68	89	84	68	71	81	80	67	80
	Q4-3 My health board acts fairly and offers equality of opportunity with regard to career progression/promotion	62	59	44	61	76	79	71	62	57	67	70	50	61	67	30	63	61	60	53	63
	Q4-4 During the past 12 months while working for my health board, I have not experienced unfair discrimination from my manager?	93	94	92	93	98	97	94	95	90	94	95	93	98	94	83	91	92	94	88	93
	Q4-5 During the past 12 months while working for my health board, I have not experienced unfair discrimination from any colleagues?	92	93	92	93	96	96	94	93	90	93	93	91	97	94	84	92	91	90	87	91
	Q4-6 Did you report the unfair discrimination you experienced? (based on the number of respondents who have experienced discrimination in the last 12 months)	34	35	34	36	24	28	35	33	32	38	37	33	60	34	31	30	33	44	37	37
	Q4-7 Were you satisfied with the response you received? (based on the number of respondents who had reported being discriminated against in the last 12 months)	29	26	27	31	55	27	48	23	25	38	35	0	67	36	13	27	30	28	24	30

Appendix D - Results by Staff Group

Table 1 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by staff group.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Staff Group																
		60681	55077	44389	15651	868	1230	676	4215	722	878	1359	56	159	7024	1307	2434	17815	373	3109	2194
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	Administrative and Clerical	Doctors in Training	Executive Grades/Senior Managers	Health Promotion	Medical/Dental	Medical/Dental Support Group	Other Therapeutic Staff	Pharmacy	Salaried General Dental Practitioner	Salaried General Practitioner	Allied Health Profession Staff	Ambulance	Healthcare Science/Scientific and Technical Staff	Nursing/Midwifery Staff	Personal and Social Care	Support Service	Other Staff Group (Includes Student/Trainee)
Provided with a Continuously Improving and Safe Working Environment Promoting the Health and Wellbeing of Staff, Patients and the Wider Community	Q5-1 I can meet all the conflicting demands on my time at work	46	45	42	61	51	42	59	34	55	46	41	20	36	38	27	43	39	44	52	55
	Q5-2 There are enough staff for me to do my job properly	33	33	31	47	47	40	47	25	46	32	29	36	33	26	12	29	26	29	34	41
	Q5-3 I believe it is safe to speak up and challenge the way things are done if I have concerns about quality, negligence or wrongdoing by staff	56	57	52	55	69	79	62	59	50	58	63	44	69	59	25	56	57	57	49	59
	Q5-4 Have you had any health and safety training paid for or provided by your health board? E.g. Fire training, manual handling etc.	79	80	82	73	58	78	87	62	88	84	80	85	44	91	43	87	87	78	84	69
	Q5-5 During the last 12 months while working for my health board, I have not experienced bullying/harassment from my manager?	92	91	89	92	98	96	90	94	89	93	93	96	97	93	84	91	91	91	89	93
	Q5-6 During the past 12 months while working for my health board, I have not experienced bullying/harassment from any colleagues?	87	85	85	88	90	90	90	88	83	91	87	87	96	90	79	84	85	88	83	87
	Q5-7 Did you report the bullying/harassment you experienced? (based on the number of respondents who have experienced bullying/harassment in the last 12 months)	37	37	36	38	25	29	38	34	36	39	45	43	27	36	30	33	38	38	39	36
	Q5-8 Were you satisfied with the response you received? (based on the number of respondents who had reported being bullied/harassed in the last 12 months)	36	37	37	35	58	47	40	29	26	48	43	0	67	42	13	35	38	43	28	39
	Q5-10 During the past 12 months while working for my health board, I have not experienced emotional/verbal abuse from patients/service users or other members of the public?	66	67	68	77	70	79	90	64	71	79	84	79	57	66	24	87	48	63	82	73
	Q5-11 During the past 12 months while working for my health board, I have not experienced physical violence from patients/service users or other members of the public?	92	92	91	100	93	99	100	95	95	98	99	100	97	95	73	98	80	93	97	97
	Q5-12 Those who experienced emotional/verbal abuse/physical violence who said it was not of a discriminatory nature	91	91	91	95	88	96	81	91	94	90	91	92	96	94	81	90	91	90	83	91
	Q5-13 Did you report the emotional/verbal abuse or physical violence you experienced? (based on the number of respondents who have experienced physical violence from patients/service users or other members of the public in the last 12 months)	47	50	50	40	22	42	54	26	39	54	22	42	36	42	32	33	58	58	43	41
	Q5-14 Were you satisfied with the response you received? (based on the number of respondents who had reported they had been subject to emotional/verbal abuse / physical violence from patients/service users or other members of the public in the last 12 months)	67	67	66	71	76	88	76	71	64	86	67	80	76	79	30	59	66	72	55	67

Appendix D - Results by Staff Group

Table 1 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by staff group.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Staff Group																
		60681	55077	44389	15651	868	1230	676	4215	722	878	1359	56	159	7024	1307	2434	17815	373	3109	2194
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	Administrative and Clerical	Doctors in Training	Executive Grades/Senior Managers	Health Promotion	Medical/Dental	Medical/Dental Support Group	Other Therapeutic Staff	Pharmacy	Salaried General Dental Practitioner	Salaried General Practitioner	Allied Health Profession Staff	Ambulance	Healthcare Science/Scientific and Technical Staff	Nursing/Midwifery Staff	Personal and Social Care	Support Service	Other Staff Group (Includes Student/Trainee)
General	Q6-1 Care of patients/service users is my health board's top priority	67	67	55	72	75	85	74	59	65	63	75	55	66	63	32	70	63	61	76	72
	Q6-2 I am able to do my job to a standard I am personally pleased with	67	68	63	74	76	72	76	63	75	72	65	66	71	66	51	69	61	67	70	71
	Q6-3 I am happy to go the 'extra mile' at work when required	89	90	87	90	92	96	92	90	86	92	89	87	89	91	77	86	89	92	84	90
	Q6-4 I would recommend my workplace as a good place to work	59	61	50	61	71	75	68	58	53	64	60	48	72	62	29	52	59	59	55	63
	Q6-5 I still intend to be working with my health board in 12 months time	77	79	75	78	60	80	80	76	76	76	78	71	82	78	62	77	79	78	78	76
	Q6-6 I am satisfied with the sense of achievement I get from work	63	63	60	61	76	74	70	65	60	74	60	55	72	65	53	59	61	69	58	65
	Q6-7 I have confidence and trust in my direct line manager	79			80	90	89	84	78	73	83	83	79	82	82	58	74	80	82	70	83
	Q6-8 I feel senior managers responsible for the wider organisation are sufficiently visible	53			58	60	77	63	44	50	52	52	40	51	51	21	44	51	54	52	59

Appendix E: Results by employment & socio-demographic groups

This section comprises of a series of tables showing the percentage of positive responses received for each question, by employment and socio-demographic characteristics of the staff in NHSScotland. Groups include Working Pattern, Length of Service, Age, Caring Responsibilities, Disability, Ethnicity, Gender and Gender Reassignment, Religious Beliefs and Sexuality.

Appendix E - Results by Employment and Socio-Demographic Groups - Working Pattern

Table 1 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Work Pattern					
		60681	55077	44389	38499	15784	2257	2500	322	856
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	Full Time	Part Time	Full Time (shift worker)	Part Time (shift worker)	Sessional	Prefer not to answer
Well Informed	Q1-1 I am kept well informed about what is happening in my health board	55	56	48	56	57	46	48	50	35
	Q1-2 My line manager communicates effectively with me	63	63	61	64	65	54	55	54	41
	Q1-3 When changes are made at work, I am clear how they will work out in practice	40	41	39	41	42	35	35	37	21
	Q1-4 I am clear what my duties and responsibilities are	85	86	83	85	87	84	88	86	70
	Q1-5 I understand how my work fits into the overall aims of my health board	77	78	66	77	79	75	77	76	61
Appropriately Trained and Developed	Q2-1 In the last 12 months, have you had a Knowledge and Skills Framework (KSF) development review, performance review, appraisal, Personal Development Plan meeting or equivalent? ('Yes, KSF development review', 'Yes, other type of performance review, appraisal, Personal Development Plan meeting or equivalent' & 'Yes, but type of review unclear')	74	75	73	76	74	67	64	53	68
	Q2-2 Did it help you to improve how you do your job? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	43	43	39	43	43	41	40	52	30
	Q2-3 Did it help you agree clear objectives for your work? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	66	67	66	66	68	63	63	67	53
	Q2-4 Did you agree a Personal Development Plan (PDP) or equivalent? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	84	84	83	84	85	83	77	87	77
	Q2-5 Have you received, or expect to receive, the training that was identified in that plan? (based on the number of respondents answering 'Yes' to Q2-4)	76	77	75	77	76	75	73	77	61
Involved in Decisions	Q3-1 Staff are always consulted about changes at work	28	29	26	29	29	21	21	23	13
	Q3-2 I have sufficient opportunities to put forward new ideas or suggestions for improvement in my workplace	53	54	49	55	54	40	38	44	31
	Q3-3 I am confident my ideas or suggestions would be listened to	41	42	37	43	43	30	28	40	20
	Q3-4 I have a choice in deciding what I do at work	40	40	38	42	40	22	20	40	25
Treated Fairly and Consistently, with Dignity and Respect in an Environment where Diversity is Valued	Q4-1 My line manager encourages me at work	63	63	59	64	64	53	54	56	40
	Q4-2 I get the help and support I need from colleagues	79	79	76	79	82	75	77	84	65
	Q4-3 My health board acts fairly and offers equality of opportunity with regard to career progression/promotion	62	59	44	62	63	56	54	61	40
	Q4-4 During the past 12 months while working for my health board, I have not experienced unfair discrimination from my manager?	93	94	92	92	94	90	91	97	86
	Q4-5 During the past 12 months while working for my health board, I have not experienced unfair discrimination from any colleagues?	92	93	92	91	94	89	92	92	85
	Q4-6 Did you report the unfair discrimination you experienced? (based on the number of respondents who have experienced discrimination in the last 12 months)	34	35	34	35	34	31	32	10	26
	Q4-7 Were you satisfied with the response you received? (based on the number of respondents who had reported being discriminated against in the last 12 months)	29	26	27	28	35	26	30	0	15

Appendix E - Results by Employment and Socio-Demographic Groups - Working Pattern

Table 1 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

		Total number of respondents			Work Pattern					
		60681	55077	44389	38499	15784	2257	2500	322	856
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	Full Time	Part Time	Full Time (shift worker)	Part Time (shift worker)	Sessional	Prefer not to answer
Community	Question									
	Q5-1 I can meet all the conflicting demands on my time at work	46	45	42	46	48	39	43	48	34
	Q5-2 There are enough staff for me to do my job properly	33	33	31	33	38	21	27	37	22
	Q5-3 I believe it is safe to speak up and challenge the way things are done if I have concerns about quality, negligence or wrongdoing by staff	56	57	52	57	59	49	49	56	31
	Q5-4 Have you had any health and safety training paid for or provided by your health board? E.g. Fire training, manual handling etc.	79	80	82	80	81	79	76	52	72
	<i>Q5-5 During the last 12 months while working for my health board, I have not experienced bullying/harassment from my manager?</i>	92	91	89	92	93	90	91	97	82
	<i>Q5-6 During the past 12 months while working for my health board, I have not experienced bullying/harassment from any colleagues?</i>	87	85	85	86	90	84	85	90	78
	<i>Q5-7 Did you report the bullying/harassment you experienced? (based on the number of respondents who have experienced bullying/harassment in the last 12 months)</i>	37	37	36	37	38	35	31	42	29
	<i>Q5-8 Were you satisfied with the response you received? (based on the number of respondents who had reported being bullied/harassed in the last 12 months)</i>	36	37	37	35	42	33	33	23	30
	<i>Q5-10 During the past 12 months while working for my health board, I have not experienced emotional/verbal abuse from patients/service users or other members of the public?</i>	66	67	68	66	72	39	43	69	64
	<i>Q5-11 During the past 12 months while working for my health board, I have not experienced physical violence from patients/service users or other members of the public?</i>	92	92	91	92	96	72	81	89	92
	<i>Q5-12 Those who experienced emotional/verbal abuse/physical violence who said it was not of a discriminatory nature</i>	91	91	91	91	94	87	90	86	87
	<i>Q5-13 Did you report the emotional/verbal abuse or physical violence you experienced? (based on the number of respondents who have experienced physical violence from patients/service users or other members of the public in the last 12 months)</i>	47	50	50	47	45	52	49	49	40
	<i>Q5-14 Were you satisfied with the response you received? (based on the number of respondents who had reported they had been subject to emotional/verbal abuse / physical violence from patients/service users or other members of the public in the last 12 months)</i>	67	67	66	67	75	58	63	70	52
General	Q6-1 Care of patients/service users is my health board's top priority	67	67	55	67	68	59	62	63	53
	Q6-2 I am able to do my job to a standard I am personally pleased with	67	68	63	67	71	58	61	71	50
	Q6-3 I am happy to go the 'extra mile' at work when required	89	90	87	89	91	86	87	93	80
	Q6-4 I would recommend my workplace as a good place to work	59	61	50	59	63	51	51	61	34
	Q6-5 I still intend to be working with my health board in 12 months time	77	79	75	78	79	74	76	65	53
	Q6-6 I am satisfied with the sense of achievement I get from work	63	63	60	63	65	56	56	70	38
	Q6-7 I have confidence and trust in my direct line manager	79			79	81	74	76	82	62
	Q6-8 I feel senior managers responsible for the wider organisation are sufficiently visible	53			53	54	45	48	44	36

Appendix E - Results by Employment and Socio-Demographic Groups - Length of Service

Table 2 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Length of Service								
		60681	55077	44389	2776	2987	5807	10794	16805	12258	7386	718	788
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	Less than 1 year	More than 1 year but less than 2 years	More than 2 years but less than 5 years	More than 5 years but less than 10 years	More than 10 years but less than 20 years	More than 20 years but less than 30 years	More than 30 years but less than 40 years	More than 40 years	Prefer not to answer
Well Informed	Q1-1 I am kept well informed about what is happening in my health board	55	56	48	68	60	56	53	53	55	58	56	33
	Q1-2 My line manager communicates effectively with me	63	63	61	76	66	65	62	61	62	65	67	38
	Q1-3 When changes are made at work, I am clear how they will work out in practice	40	41	39	55	47	43	39	38	39	42	46	19
	Q1-4 I am clear what my duties and responsibilities are	85	86	83	87	87	86	84	84	85	87	87	68
	Q1-5 I understand how my work fits into the overall aims of my health board	77	78	66	85	82	80	78	76	76	77	78	63
Appropriately Trained and Developed	Q2-1 In the last 12 months, have you had a Knowledge and Skills Framework (KSF) development review, performance review, appraisal, Personal Development Plan meeting or equivalent? ('Yes, KSF development review', 'Yes, other type of performance review, appraisal, Personal Development Plan meeting or equivalent' & 'Yes, but type of review unclear')	74	75	73	55	68	71	75	76	77	77	72	70
	Q2-2 Did it help you to improve how you do your job? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	43	43	39	75	64	54	44	39	36	37	36	27
	Q2-3 Did it help you agree clear objectives for your work? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	66	67	66	86	82	74	67	64	62	64	59	52
	Q2-4 Did you agree a Personal Development Plan (PDP) or equivalent? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	84	84	83	80	85	84	84	84	84	84	82	78
	Q2-5 Have you received, or expect to receive, the training that was identified in that plan? (based on the number of respondents answering 'Yes' to Q2-4)	76	77	75	88	82	81	76	74	75	77	73	64
Involved in Decisions	Q3-1 Staff are always consulted about changes at work	28	29	26	44	37	31	27	26	26	29	34	11
	Q3-2 I have sufficient opportunities to put forward new ideas or suggestions for improvement in my workplace	53	54	49	58	55	52	50	52	53	56	57	33
	Q3-3 I am confident my ideas or suggestions would be listened to	41	42	37	53	46	42	38	40	41	44	45	18
	Q3-4 I have a choice in deciding what I do at work	40	40	38	43	39	37	36	38	42	46	51	25
Treated Fairly and Consistently, with Dignity and Respect in an Environment where Diversity is Valued	Q4-1 My line manager encourages me at work	63	63	59	75	67	64	62	62	61	63	64	40
	Q4-2 I get the help and support I need from colleagues	79	79	76	87	84	81	78	78	79	81	81	65
	Q4-3 My health board acts fairly and offers equality of opportunity with regard to career progression/promotion	62	59	44	75	74	66	61	60	59	61	60	39
	Q4-4 During the past 12 months while working for my health board, I have not experienced unfair discrimination from my manager?	93	94	92	97	95	94	92	92	92	93	95	86
	Q4-5 During the past 12 months while working for my health board, I have not experienced unfair discrimination from any colleagues?	92	93	92	95	93	92	91	91	92	92	93	86
	Q4-6 Did you report the unfair discrimination you experienced? (based on the number of respondents who have experienced discrimination in the last 12 months)	34	35	34	39	32	34	34	34	37	33	29	21
	Q4-7 Were you satisfied with the response you received? (based on the number of respondents who had reported being discriminated against in the last 12 months)	29	26	27	45	36	36	30	26	28	28	32	25

Appendix E - Results by Employment and Socio-Demographic Groups - Length of Service

Table 2 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Length of Service								
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	2776	2987	5807	10794	16805	12258	7386	718	788
Provided with a Continuously Improving and Safe Working Environment Promoting the Health and Wellbeing of Staff, Patients and the Wider Community	Q5-1 I can meet all the conflicting demands on my time at work	46	45	42	67	60	54	51	44	39	37	48	30
	Q5-2 There are enough staff for me to do my job properly	33	33	31	52	42	38	36	32	30	28	34	20
	Q5-3 I believe it is safe to speak up and challenge the way things are done if I have concerns about quality, negligence or wrongdoing by staff	56	57	52	68	61	59	55	55	55	58	61	32
	Q5-4 Have you had any health and safety training paid for or provided by your health board? E.g. Fire training, manual handling etc.	79	80	82	66	75	76	80	81	81	83	81	72
	Q5-5 During the last 12 months while working for my health board, I have not experienced bullying/harassment from my manager?	92	91	89	97	95	94	91	91	91	91	94	81
	Q5-6 During the past 12 months while working for my health board, I have not experienced bullying/harassment from any colleagues?	87	85	85	91	87	87	86	86	87	86	89	75
	Q5-7 Did you report the bullying/harassment you experienced? (based on the number of respondents who have experienced bullying/harassment in the last 12 months)	37	37	36	39	41	39	38	35	37	37	35	25
	Q5-8 Were you satisfied with the response you received? (based on the number of respondents who had reported being bullied/harassed in the last 12 months)	36	37	37	57	39	40	35	32	35	40	43	31
	Q5-10 During the past 12 months while working for my health board, I have not experienced emotional/verbal abuse from patients/service users or other members of the public?	66	67	68	76	70	66	68	65	63	61	67	66
	Q5-11 During the past 12 months while working for my health board, I have not experienced physical violence from patients/service users or other members of the public?	92	92	91	94	91	91	92	92	92	92	94	92
	Q5-12 Those who experienced emotional/verbal abuse/physical violence who said it was not of a discriminatory nature	91	91	91	88	88	88	90	91	93	94	92	85
	Q5-13 Did you report the emotional/verbal abuse or physical violence you experienced? (based on the number of respondents who have experienced physical violence from patients/service users or other members of the public in the last 12 months)	47	50	50	49	50	50	47	46	45	49	55	35
	Q5-14 Were you satisfied with the response you received? (based on the number of respondents who had reported they had been subject to emotional/verbal abuse / physical violence from patients/service users or other members of the public in the last 12 months)	67	67	66	82	75	70	64	66	67	68	69	49
	General	Q6-1 Care of patients/service users is my health board's top priority	67	67	55	83	77	70	66	64	63	65	69
Q6-2 I am able to do my job to a standard I am personally pleased with		67	68	63	81	75	71	69	65	64	63	71	49
Q6-3 I am happy to go the 'extra mile' at work when required		89	90	87	95	93	91	89	88	88	89	92	80
Q6-4 I would recommend my workplace as a good place to work		59	61	50	79	70	65	59	57	56	58	59	29
Q6-5 I still intend to be working with my health board in 12 months time		77	79	75	79	75	76	76	78	79	79	68	58
Q6-6 I am satisfied with the sense of achievement I get from work		63	63	60	76	70	66	62	61	61	62	68	38
Q6-7 I have confidence and trust in my direct line manager		79			91	85	82	78	78	78	80	83	60
Q6-8 I feel senior managers responsible for the wider organisation are sufficiently visible		53			74	64	57	53	50	49	50	53	33

Appendix E - Results by Employment and Socio-Demographic Groups - Gender

Table 3 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Gender		
		60681 NHSScotland 2015	55077 NHSScotland 2014	44389 NHSScotland 2013	12102 Male	44727 Female	3321 Prefer not to answer
Well Informed	Q1-1 I am kept well informed about what is happening in my health board	55	56	48	54	57	35
	Q1-2 My line manager communicates effectively with me	63	63	61	62	65	42
	Q1-3 When changes are made at work, I am clear how they will work out in practice	40	41	39	39	42	19
	Q1-4 I am clear what my duties and responsibilities are	85	86	83	83	87	72
	Q1-5 I understand how my work fits into the overall aims of my health board	77	78	66	74	79	63
Appropriately Trained and Developed	Q2-1 In the last 12 months, have you had a Knowledge and Skills Framework (KSF) development review, performance review, appraisal, Personal Development Plan meeting or equivalent? ('Yes, KSF development review', 'Yes, other type of performance review, appraisal, Personal Development Plan meeting or equivalent' & 'Yes, but type of review unclear')	74	75	73	74	74	73
	Q2-2 Did it help you to improve how you do your job? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	43	43	39	45	43	27
	Q2-3 Did it help you agree clear objectives for your work? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	66	67	66	65	68	51
	Q2-4 Did you agree a Personal Development Plan (PDP) or equivalent? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	84	84	83	84	84	77
	Q2-5 Have you received, or expect to receive, the training that was identified in that plan? (based on the number of respondents answering 'Yes' to Q2-4)	76	77	75	74	78	63
Involved in Decisions	Q3-1 Staff are always consulted about changes at work	28	29	26	29	29	12
	Q3-2 I have sufficient opportunities to put forward new ideas or suggestions for improvement in my workplace	53	54	49	52	54	33
	Q3-3 I am confident my ideas or suggestions would be listened to	41	42	37	40	43	20
	Q3-4 I have a choice in deciding what I do at work	40	40	38	42	40	27
Treated Fairly and Consistently, with Dignity and Respect in an Environment where Diversity is Valued	Q4-1 My line manager encourages me at work	63	63	59	62	64	42
	Q4-2 I get the help and support I need from colleagues	79	79	76	78	81	66
	Q4-3 My health board acts fairly and offers equality of opportunity with regard to career progression/promotion	62	59	44	60	64	39
	Q4-4 <i>During the past 12 months while working for my health board, I have not experienced unfair discrimination from my manager?</i>	93	94	92	92	93	86
	Q4-5 <i>During the past 12 months while working for my health board, I have not experienced unfair discrimination from any colleagues?</i>	92	93	92	91	92	86
	Q4-6 <i>Did you report the unfair discrimination you experienced? (based on the number of respondents who have experienced discrimination in the last 12 months)</i>	34	35	34	32	36	29
	Q4-7 <i>Were you satisfied with the response you received? (based on the number of respondents who had reported being discriminated against in the last 12 months)</i>	29	26	27	21	33	22

Appendix E - Results by Employment and Socio-Demographic Groups - Gender

Table 3 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting. Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions. There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Gender		
		60681 NHSScotland 2015	55077 NHSScotland 2014	44389 NHSScotland 2013	12102 Male	44727 Female	3321 Prefer not to answer
Provided with a Continuously Improving and Safe Working Environment Promoting the Health and Wellbeing of Staff, Patients and the Wider Community	Q5-1 I can meet all the conflicting demands on my time at work	46	45	42	46	47	33
	Q5-2 There are enough staff for me to do my job properly	33	33	31	31	35	21
	Q5-3 I believe it is safe to speak up and challenge the way things are done if I have concerns about quality, negligence or wrongdoing by staff	56	57	52	55	59	31
	Q5-4 Have you had any health and safety training paid for or provided by your health board? E.g. Fire training, manual handling etc.	79	80	82	73	82	76
	Q5-5 During the last 12 months while working for my health board, I have not experienced bullying/harassment from my manager?	92	91	89	91	93	82
	Q5-6 During the past 12 months while working for my health board, I have not experienced bullying/harassment from any colleagues?	87	85	85	87	87	77
	Q5-7 Did you report the bullying/harassment you experienced? (based on the number of respondents who have experienced bullying/harassment in the last 12 months)	37	37	36	33	39	28
	Q5-8 Were you satisfied with the response you received? (based on the number of respondents who had reported being bullied/harassed in the last 12 months)	36	37	37	30	39	20
	Q5-10 During the past 12 months while working for my health board, I have not experienced emotional/verbal abuse from patients/service users or other members of the public?	66	67	68	67	65	62
	Q5-11 During the past 12 months while working for my health board, I have not experienced physical violence from patients/service users or other members of the public?	92	92	91	90	92	91
	Q5-12 Those who experienced emotional/verbal abuse/physical violence who said it was not of a discriminatory nature	91	91	91	87	93	88
	Q5-13 Did you report the emotional/verbal abuse or physical violence you experienced? (based on the number of respondents who have experienced physical violence from patients/service users or other members of the public in the last 12 months)	47	50	50	42	49	42
	Q5-14 Were you satisfied with the response you received? (based on the number of respondents who had reported they had been subject to emotional/verbal abuse / physical violence from patients/service users or other members of the public in the last 12 months)	67	67	66	61	70	53
	General	Q6-1 Care of patients/service users is my health board's top priority	67	67	55	67	68
Q6-2 I am able to do my job to a standard I am personally pleased with		67	68	63	66	69	50
Q6-3 I am happy to go the 'extra mile' at work when required		89	90	87	85	91	79
Q6-4 I would recommend my workplace as a good place to work		59	61	50	57	62	32
Q6-5 I still intend to be working with my health board in 12 months time		77	79	75	73	80	59
Q6-6 I am satisfied with the sense of achievement I get from work		63	63	60	61	65	41
Q6-7 I have confidence and trust in my direct line manager		79			78	81	62
Q6-8 I feel senior managers responsible for the wider organisation are sufficiently visible		53			48	55	34

Appendix E - Results by Employment and Socio-Demographic Groups - Age Group

Table 4 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Age Group						
		60681 NHSScotland 2015	55077 NHSScotland 2014	44389 NHSScotland 2013	258 16 - 20 years	6778 21 - 30 years	11919 31 - 40 years	18222 41 - 50 years	19169 51 - 65 years	406 Over 65 years	3394 Prefer not to answer
Well Informed	Q1-1 I am kept well informed about what is happening in my health board	55	56	48	49	59	58	57	54	56	36
	Q1-2 My line manager communicates effectively with me	63	63	61	65	67	66	64	62	66	42
	Q1-3 When changes are made at work, I am clear how they will work out in practice	40	41	39	52	45	42	42	40	46	20
	Q1-4 I am clear what my duties and responsibilities are	85	86	83	91	88	86	85	85	89	72
	Q1-5 I understand how my work fits into the overall aims of my health board	77	78	66	82	83	78	78	77	80	64
Appropriately Trained and Developed	Q2-1 In the last 12 months, have you had a Knowledge and Skills Framework (KSF) development review, performance review, appraisal, Personal Development Plan meeting or equivalent? ('Yes, KSF development review', 'Yes, other type of performance review, appraisal, Personal Development Plan meeting or equivalent' & 'Yes, but type of review unclear')	74	75	73	49	72	75	75	75	66	72
	Q2-2 Did it help you to improve how you do your job? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	43	43	39	71	57	47	42	39	55	27
	Q2-3 Did it help you agree clear objectives for your work? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	66	67	66	85	78	71	66	62	70	51
	Q2-4 Did you agree a Personal Development Plan (PDP) or equivalent? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	84	84	83	76	87	87	85	82	77	77
	Q2-5 Have you received, or expect to receive, the training that was identified in that plan? (based on the number of respondents answering 'Yes' to Q2-4)	76	77	75	80	82	77	76	75	79	66
Involved in Decisions	Q3-1 Staff are always consulted about changes at work	28	29	26	40	34	29	28	29	33	13
	Q3-2 I have sufficient opportunities to put forward new ideas or suggestions for improvement in my workplace	53	54	49	42	52	56	55	52	51	34
	Q3-3 I am confident my ideas or suggestions would be listened to	41	42	37	42	42	44	43	41	41	20
	Q3-4 I have a choice in deciding what I do at work	40	40	38	34	37	39	41	42	44	27
Treated Fairly and Consistently, with Dignity and Respect in an Environment where Diversity is Valued	Q4-1 My line manager encourages me at work	63	63	59	61	67	67	64	61	61	43
	Q4-2 I get the help and support I need from colleagues	79	79	76	81	83	81	80	78	82	67
	Q4-3 My health board acts fairly and offers equality of opportunity with regard to career progression/promotion	62	59	44	82	73	67	63	58	64	40
	Q4-4 During the past 12 months while working for my health board, I have not experienced unfair discrimination from my manager?	93	94	92	96	95	93	93	92	92	86
	Q4-5 During the past 12 months while working for my health board, I have not experienced unfair discrimination from any colleagues?	92	93	92	91	93	93	92	92	93	86
	Q4-6 Did you report the unfair discrimination you experienced? (based on the number of respondents who have experienced discrimination in the last 12 months)	34	35	34	31	31	32	35	37	23	31
	Q4-7 Were you satisfied with the response you received? (based on the number of respondents who had reported being discriminated against in the last 12 months)	29	26	27	33	44	32	28	28	40	18

Appendix E - Results by Employment and Socio-Demographic Groups - Age Group

Table 4 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Age Group						
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	258	6778	11919	18222	19169	406	3394
					16 - 20 years	21 - 30 years	31 - 40 years	41 - 50 years	51 - 65 years	Over 65 years	Prefer not to answer
Provided with a Continuously Improving and Safe Working Environment Promoting the Health and Wellbeing of Staff, Patients and the Wider Community	Q5-1 I can meet all the conflicting demands on my time at work	46	45	42	78	58	48	43	45	70	33
	Q5-2 There are enough staff for me to do my job properly	33	33	31	46	39	34	33	34	50	21
	Q5-3 I believe it is safe to speak up and challenge the way things are done if I have concerns about quality, negligence or wrongdoing by staff	56	57	52	64	62	60	57	56	63	33
	Q5-4 Have you had any health and safety training paid for or provided by your health board? E.g. Fire training, manual handling etc.	79	80	82	67	78	79	81	80	70	76
	Q5-5 During the last 12 months while working for my health board, I have not experienced bullying/harassment from my manager?	92	91	89	96	95	93	92	91	93	83
	Q5-6 During the past 12 months while working for my health board, I have not experienced bullying/harassment from any colleagues?	87	85	85	88	89	88	86	87	92	79
	Q5-7 Did you report the bullying/harassment you experienced? (based on the number of respondents who have experienced bullying/harassment in the last 12 months)	37	37	36	53	38	38	38	37	37	29
	Q5-8 Were you satisfied with the response you received? (based on the number of respondents who had reported being bullied/harassed in the last 12 months)	36	37	37	33	41	36	37	37	53	23
	Q5-10 During the past 12 months while working for my health board, I have not experienced emotional/verbal abuse from patients/service users or other members of the public?	66	67	68	70	64	66	64	68	79	64
	Q5-11 During the past 12 months while working for my health board, I have not experienced physical violence from patients/service users or other members of the public?	92	92	91	93	89	91	91	94	96	92
	Q5-12 Those who experienced emotional/verbal abuse/physical violence who said it was not of a discriminatory nature	91	91	91	89	89	90	92	93	86	88
	Q5-13 Did you report the emotional/verbal abuse or physical violence you experienced? (based on the number of respondents who have experienced physical violence from patients/service users or other members of the public in the last 12 months)	47	50	50	50	48	46	48	47	53	41
	Q5-14 Were you satisfied with the response you received? (based on the number of respondents who had reported they had been subject to emotional/verbal abuse / physical violence from patients/service users or other members of the public in the last 12 months)	67	67	66	69	71	67	67	69	73	51
	General	Q6-1 Care of patients/service users is my health board's top priority	67	67	55	86	72	66	66	67	72
Q6-2 I am able to do my job to a standard I am personally pleased with		67	68	63	86	74	67	66	68	83	52
Q6-3 I am happy to go the 'extra mile' at work when required		89	90	87	92	91	89	90	90	94	79
Q6-4 I would recommend my workplace as a good place to work		59	61	50	73	68	62	59	59	69	34
Q6-5 I still intend to be working with my health board in 12 months time		77	79	75	75	75	78	80	79	69	60
Q6-6 I am satisfied with the sense of achievement I get from work		63	63	60	69	67	63	62	64	82	42
Q6-7 I have confidence and trust in my direct line manager		79			83	85	81	79	79	83	63
Q6-8 I feel senior managers responsible for the wider organisation are sufficiently visible		53			71	62	56	53	51	58	34

Appendix E - Results by Employment and Socio-Demographic Groups - Sexuality

Table 5 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Sexuality		
		60681	55077	44389	51247	2050	6202
Well Informed		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	Heterosexual	Other Sexuality	Prefer not to answer
	Q1-1 I am kept well informed about what is happening in my health board	55	56	48	57	54	43
	Q1-2 My line manager communicates effectively with me	63	63	61	64	60	53
	Q1-3 When changes are made at work, I am clear how they will work out in practice	40	41	39	42	40	29
	Q1-4 I am clear what my duties and responsibilities are	85	86	83	86	83	79
	Q1-5 I understand how my work fits into the overall aims of my health board	77	78	66	78	77	69
Appropriately Trained and Developed	Q2-1 In the last 12 months, have you had a Knowledge and Skills Framework (KSF) development review, performance review, appraisal, Personal Development Plan meeting or equivalent? ('Yes, KSF development review', 'Yes, other type of performance review, appraisal, Personal Development Plan meeting or equivalent' & 'Yes, but type of review unclear')	74	75	73	74	71	74
	Q2-2 Did it help you to improve how you do your job? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	43	43	39	43	48	35
	Q2-3 Did it help you agree clear objectives for your work? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	66	67	66	67	68	58
	Q2-4 Did you agree a Personal Development Plan (PDP) or equivalent? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	84	84	83	85	83	80
	Q2-5 Have you received, or expect to receive, the training that was identified in that plan? (based on the number of respondents answering 'Yes' to Q2-4)	76	77	75	77	75	70
Involvement in Decisions	Q3-1 Staff are always consulted about changes at work	28	29	26	29	29	20
	Q3-2 I have sufficient opportunities to put forward new ideas or suggestions for improvement in my workplace	53	54	49	54	49	42
	Q3-3 I am confident my ideas or suggestions would be listened to	41	42	37	43	37	30
	Q3-4 I have a choice in deciding what I do at work	40	40	38	41	37	33
Treated Fairly and Consistently, with Dignity and Respect in an Environment where Diversity is Valued	Q4-1 My line manager encourages me at work	63	63	59	64	60	53
	Q4-2 I get the help and support I need from colleagues	79	79	76	80	77	73
	Q4-3 My health board acts fairly and offers equality of opportunity with regard to career progression/promotion	62	59	44	64	64	46
	Q4-4 During the past 12 months while working for my health board, I have not experienced unfair discrimination from my manager?	93	94	92	93	92	90
	Q4-5 During the past 12 months while working for my health board, I have not experienced unfair discrimination from any colleagues?	92	93	92	92	88	89
	Q4-6 Did you report the unfair discrimination you experienced? (based on the number of respondents who have experienced discrimination in the last 12 months)	34	35	34	35	31	30
	Q4-7 Were you satisfied with the response you received? (based on the number of respondents who had reported being discriminated against in the last 12 months)	29	26	27	30	36	24

Appendix E - Results by Employment and Socio-Demographic Groups - Sexuality

Table 5 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

	Question	Total number of respondents			Sexuality		
		60681	55077	44389	51247	2050	6202
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	Heterosexual	Other Sexuality	Prefer not to answer
Provided with a Continuously Improving and Safe Working Environment Promoting the Health and Wellbeing of Staff, Patients and the Wider Community Section	Q5-1 I can meet all the conflicting demands on my time at work	46	45	42	47	47	39
	Q5-2 There are enough staff for me to do my job properly	33	33	31	34	33	27
	Q5-3 I believe it is safe to speak up and challenge the way things are done if I have concerns about quality, negligence or wrongdoing by staff	56	57	52	58	55	44
	Q5-4 Have you had any health and safety training paid for or provided by your health board? E.g. Fire training, manual handling etc.	79	80	82	80	76	76
	Q5-5 During the last 12 months while working for my health board, I have not experienced bullying/harassment from my manager?	92	91	89	92	91	88
	Q5-6 During the past 12 months while working for my health board, I have not experienced bullying/harassment from any colleagues?	87	85	85	87	83	82
	Q5-7 Did you report the bullying/harassment you experienced? (based on the number of respondents who have experienced bullying/harassment in the last 12 months)	37	37	36	37	40	32
	Q5-8 Were you satisfied with the response you received? (based on the number of respondents who had reported being bullied/harassed in the last 12 months)	36	37	37	37	39	28
	Q5-10 During the past 12 months while working for my health board, I have not experienced emotional/verbal abuse from patients/service users or other members of the public?	66	67	68	66	61	62
	Q5-11 During the past 12 months while working for my health board, I have not experienced physical violence from patients/service users or other members of the public?	92	92	91	92	87	91
	Q5-12 Those who experienced emotional/verbal abuse/physical violence who said it was not of a discriminatory nature	91	91	91	92	85	90
	Q5-13 Did you report the emotional/verbal abuse or physical violence you experienced? (based on the number of respondents who have experienced physical violence from patients/service users or other members of the public in the last 12 months)	47	50	50	47	50	45
	Q5-14 Were you satisfied with the response you received? (based on the number of respondents who had reported they had been subject to emotional/verbal abuse / physical violence from patients/service users or other members of the public in the last 12 months)	67	67	66	69	58	59
	General	Q6-1 Care of patients/service users is my health board's top priority	67	67	55	68	65
Q6-2 I am able to do my job to a standard I am personally pleased with		67	68	63	68	65	59
Q6-3 I am happy to go the 'extra mile' at work when required		89	90	87	90	87	82
Q6-4 I would recommend my workplace as a good place to work		59	61	50	61	57	46
Q6-5 I still intend to be working with my health board in 12 months time		77	79	75	79	74	68
Q6-6 I am satisfied with the sense of achievement I get from work		63	63	60	64	59	52
Q6-7 I have confidence and trust in my direct line manager		79			80	78	72
Q6-8 I feel senior managers responsible for the wider organisation are sufficiently visible		53			54	51	43

Appendix E - Results by Employment and Socio-Demographic Groups - Religious Beliefs

Table 6 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Religious Beliefs					
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	16851	7898	4805	2280	21061	6949
Well Informed	Q1-1 I am kept well informed about what is happening in my health board	55	56	48	58	59	59	53	55	43
	Q1-2 My line manager communicates effectively with me	63	63	61	65	66	67	61	63	53
	Q1-3 When changes are made at work, I am clear how they will work out in practice	40	41	39	44	44	43	37	40	29
	Q1-4 I am clear what my duties and responsibilities are	85	86	83	86	86	88	84	85	78
	Q1-5 I understand how my work fits into the overall aims of my health board	77	78	66	80	80	79	74	78	68
Appropriately Trained and Developed	Q2-1 In the last 12 months, have you had a Knowledge and Skills Framework (KSF) development review, performance review, appraisal, Personal Development Plan meeting or equivalent? ('Yes, KSF development review', 'Yes, other type of performance review, appraisal, Personal Development Plan meeting or equivalent' & 'Yes, but type of review unclear')	74	75	73	75	77	76	74	72	74
	Q2-2 Did it help you to improve how you do your job? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	43	43	39	43	48	49	55	41	33
	Q2-3 Did it help you agree clear objectives for your work? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	66	67	66	68	69	72	71	66	58
	Q2-4 Did you agree a Personal Development Plan (PDP) or equivalent? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	84	84	83	84	84	86	85	84	81
	Q2-5 Have you received, or expect to receive, the training that was identified in that plan? (based on the number of respondents answering 'Yes' to Q2-4)	76	77	75	78	77	79	76	77	69
Involved in Decisions	Q3-1 Staff are always consulted about changes at work	28	29	26	30	32	32	29	28	19
	Q3-2 I have sufficient opportunities to put forward new ideas or suggestions for improvement in my workplace	53	54	49	55	53	58	50	54	42
	Q3-3 I am confident my ideas or suggestions would be listened to	41	42	37	44	43	45	39	42	30
	Q3-4 I have a choice in deciding what I do at work	40	40	38	41	40	44	39	40	33
Treated Fairly and Consistently, with Dignity and Respect in an Environment where Diversity is Valued	Q4-1 My line manager encourages me at work	63	63	59	64	65	66	60	63	53
	Q4-2 I get the help and support I need from colleagues	79	79	76	80	80	83	77	80	72
	Q4-3 My health board acts fairly and offers equality of opportunity with regard to career progression/promotion	62	59	44	64	64	65	58	64	47
	Q4-4 During the past 12 months while working for my health board, I have not experienced unfair discrimination from my manager?	93	94	92	93	92	93	90	94	89
	Q4-5 During the past 12 months while working for my health board, I have not experienced unfair discrimination from any colleagues?	92	93	92	92	91	93	86	93	89
	Q4-6 Did you report the unfair discrimination you experienced? (based on the number of respondents who have experienced discrimination in the last 12 months)	34	35	34	37	35	29	34	35	31
	Q4-7 Were you satisfied with the response you received? (based on the number of respondents who had reported being discriminated against in the last 12 months)	29	26	27	30	33	31	25	30	22

Appendix E - Results by Employment and Socio-Demographic Groups - Religious Beliefs

Table 6 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Religious Beliefs					
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	16851	7898	4805	2280	21061	6949
					Church of Scotland	Roman Catholic	Other Christian	Other Religion	None	Prefer not to answer
Provided with a Continuously Improving and Safe Working Environment Promoting the Health and Wellbeing of Staff, Patients and the Wider Community	Q5-1 I can meet all the conflicting demands on my time at work	46	45	42	47	49	46	48	47	37
	Q5-2 There are enough staff for me to do my job properly	33	33	31	34	36	34	34	34	26
	Q5-3 I believe it is safe to speak up and challenge the way things are done if I have concerns about quality, negligence or wrongdoing by staff	56	57	52	59	59	61	54	58	43
	Q5-4 Have you had any health and safety training paid for or provided by your health board? E.g. Fire training, manual handling etc.	79	80	82	81	79	80	71	80	77
	Q5-5 During the last 12 months while working for my health board, I have not experienced bullying/harassment from my manager?	92	91	89	93	92	92	90	93	88
	Q5-6 During the past 12 months while working for my health board, I have not experienced bullying/harassment from any colleagues?	87	85	85	88	87	87	82	87	83
	Q5-7 Did you report the bullying/harassment you experienced? (based on the number of respondents who have experienced bullying/harassment in the last 12 months)	37	37	36	39	39	35	40	37	32
	Q5-8 Were you satisfied with the response you received? (based on the number of respondents who had reported being bullied/harassed in the last 12 months)	36	37	37	39	38	38	35	36	26
	Q5-10 During the past 12 months while working for my health board, I have not experienced emotional/verbal abuse from patients/service users or other members of the public?	66	67	68	67	64	68	67	65	64
	Q5-11 During the past 12 months while working for my health board, I have not experienced physical violence from patients/service users or other members of the public?	92	92	91	93	92	94	92	91	91
	Q5-12 Those who experienced emotional/verbal abuse/physical violence who said it was not of a discriminatory nature	91	91	91	93	90	90	84	92	90
Q5-13 Did you report the emotional/verbal abuse or physical violence you experienced? (based on the number of respondents who have experienced physical violence from patients/service users or other members of the public in the last 12 months)	47	50	50	48	49	47	48	47	44	
Q5-14 Were you satisfied with the response you received? (based on the number of respondents who had reported they had been subject to emotional/verbal abuse / physical violence from patients/service users or other members of the public in the last 12 months)	67	67	66	71	65	75	61	68	58	
General	Q6-1 Care of patients/service users is my health board's top priority	67	67	55	69	71	68	67	65	56
	Q6-2 I am able to do my job to a standard I am personally pleased with	67	68	63	70	70	69	66	67	57
	Q6-3 I am happy to go the 'extra mile' at work when required	89	90	87	91	91	92	87	89	83
	Q6-4 I would recommend my workplace as a good place to work	59	61	50	63	63	64	59	59	44
	Q6-5 I still intend to be working with my health board in 12 months time	77	79	75	81	81	78	73	77	68
	Q6-6 I am satisfied with the sense of achievement I get from work	63	63	60	66	67	68	62	61	51
	Q6-7 I have confidence and trust in my direct line manager	79			81	81	82	79	79	71
	Q6-8 I feel senior managers responsible for the wider organisation are sufficiently visible	53			56	57	54	54	52	42

Appendix E - Results by Employment and Socio-Demographic Groups - Ethnicity

Table 7 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting. Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions. There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Ethnicity		
		60681 NHSScotland 2015	55077 NHSScotland 2014	44389 NHSScotland 2013	55526 White	1626 Other Ethnicity	2858 Prefer not to answer
Well Informed	Q1-1 I am kept well informed about what is happening in my health board	55	56	48	56	59	38
	Q1-2 My line manager communicates effectively with me	63	63	61	64	65	49
	Q1-3 When changes are made at work, I am clear how they will work out in practice	40	41	39	41	46	23
	Q1-4 I am clear what my duties and responsibilities are	85	86	83	85	90	76
	Q1-5 I understand how my work fits into the overall aims of my health board	77	78	66	78	83	65
Appropriately Trained and Developed	Q2-1 In the last 12 months, have you had a Knowledge and Skills Framework (KSF) development review, performance review, appraisal, Personal Development Plan meeting or equivalent? ('Yes, KSF development review', 'Yes, other type of performance review, appraisal, Personal Development Plan meeting or equivalent' & 'Yes, but type of review unclear')	74	75	73	74	80	75
	Q2-2 Did it help you to improve how you do your job? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	43	43	39	43	70	30
	Q2-3 Did it help you agree clear objectives for your work? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	66	67	66	67	81	54
	Q2-4 Did you agree a Personal Development Plan (PDP) or equivalent? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	84	84	83	84	90	81
	Q2-5 Have you received, or expect to receive, the training that was identified in that plan? (based on the number of respondents answering 'Yes' to Q2-4)	76	77	75	77	80	66
Involved in Decisions	Q3-1 Staff are always consulted about changes at work	28	29	26	29	37	16
	Q3-2 I have sufficient opportunities to put forward new ideas or suggestions for improvement in my workplace	53	54	49	53	53	39
	Q3-3 I am confident my ideas or suggestions would be listened to	41	42	37	42	42	26
	Q3-4 I have a choice in deciding what I do at work	40	40	38	40	43	32
Treated Fairly and Consistently, with Dignity and Respect in an Environment where Diversity is Valued	Q4-1 My line manager encourages me at work	63	63	59	63	64	51
	Q4-2 I get the help and support I need from colleagues	79	79	76	80	83	70
	Q4-3 My health board acts fairly and offers equality of opportunity with regard to career progression/promotion	62	59	44	63	64	42
	Q4-4 <i>During the past 12 months while working for my health board, I have not experienced unfair discrimination from my manager?</i>	93	94	92	93	90	88
	Q4-5 <i>During the past 12 months while working for my health board, I have not experienced unfair discrimination from any colleagues?</i>	92	93	92	92	88	87
	Q4-6 <i>Did you report the unfair discrimination you experienced? (based on the number of respondents who have experienced discrimination in the last 12 months)</i>	34	35	34	35	31	28
	Q4-7 <i>Were you satisfied with the response you received? (based on the number of respondents who had reported being discriminated against in the last 12 months)</i>	29	26	27	30	30	19

Appendix E - Results by Employment and Socio-Demographic Groups - Ethnicity

Table 7 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting. Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions. There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Ethnicity		
		60681	55077	44389	55526	1626	2858
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	White	Other Ethnicity	Prefer not to answer
Provided with a Continuously Improving and Safe Working Environment Promoting the Health and Wellbeing of Staff, Patients and the Wider Community	Q5-1 I can meet all the conflicting demands on my time at work	46	45	42	47	55	32
	Q5-2 There are enough staff for me to do my job properly	33	33	31	34	41	23
	Q5-3 I believe it is safe to speak up and challenge the way things are done if I have concerns about quality, negligence or wrongdoing by staff	56	57	52	57	60	39
	Q5-4 Have you had any health and safety training paid for or provided by your health board? E.g. Fire training, manual handling etc.	79	80	82	80	69	75
	Q5-5 During the last 12 months while working for my health board, I have not experienced bullying/harassment from my manager?	92	91	89	92	93	86
	Q5-6 During the past 12 months while working for my health board, I have not experienced bullying/harassment from any colleagues?	87	85	85	87	84	80
	Q5-7 Did you report the bullying/harassment you experienced? (based on the number of respondents who have experienced bullying/harassment in the last 12 months)	37	37	36	37	43	30
	Q5-8 Were you satisfied with the response you received? (based on the number of respondents who had reported being bullied/harassed in the last 12 months)	36	37	37	37	39	22
	Q5-10 During the past 12 months while working for my health board, I have not experienced emotional/verbal abuse from patients/service users or other members of the public?	66	67	68	66	74	65
	Q5-11 During the past 12 months while working for my health board, I have not experienced physical violence from patients/service users or other members of the public?	92	92	91	92	94	92
	Q5-12 Those who experienced emotional/verbal abuse/physical violence who said it was not of a discriminatory nature	91	91	91	92	68	88
	Q5-13 Did you report the emotional/verbal abuse or physical violence you experienced? (based on the number of respondents who have experienced physical violence from patients/service users or other members of the public in the last 12 months)	47	50	50	48	45	41
	Q5-14 Were you satisfied with the response you received? (based on the number of respondents who had reported they had been subject to emotional/verbal abuse / physical violence from patients/service users or other members of the public in the last 12 months)	67	67	66	68	63	54
	General	Q6-1 Care of patients/service users is my health board's top priority	67	67	55	67	78
Q6-2 I am able to do my job to a standard I am personally pleased with		67	68	63	68	77	53
Q6-3 I am happy to go the 'extra mile' at work when required		89	90	87	90	91	81
Q6-4 I would recommend my workplace as a good place to work		59	61	50	60	72	39
Q6-5 I still intend to be working with my health board in 12 months time		77	79	75	78	79	62
Q6-6 I am satisfied with the sense of achievement I get from work		63	63	60	63	72	46
Q6-7 I have confidence and trust in my direct line manager		79			80	84	69
Q6-8 I feel senior managers responsible for the wider organisation are sufficiently visible		53			53	65	37

Appendix E - Results by Employment and Socio-Demographic Groups - Disability

Table 8 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	60681	55077	44389	Disability		
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	2100	55331	2446
					Disability	No Disability	Prefer not to say
Well informed	Q1-1 I am kept well informed about what is happening in my health board	55	56	48	49	56	37
	Q1-2 My line manager communicates effectively with me	63	63	61	56	64	47
	Q1-3 When changes are made at work, I am clear how they will work out in practice	40	41	39	34	41	23
	Q1-4 I am clear what my duties and responsibilities are	85	86	83	80	86	73
	Q1-5 I understand how my work fits into the overall aims of my health board	77	78	66	71	78	63
Appropriately Trained and Developed	Q2-1 In the last 12 months, have you had a Knowledge and Skills Framework (KSF) development review, performance review, appraisal, Personal Development Plan meeting or equivalent? ('Yes, KSF development review', 'Yes, other type of performance review, appraisal, Personal Development Plan meeting or equivalent' & 'Yes, but type of review unclear')	74	75	73	69	75	71
	Q2-2 Did it help you to improve how you do your job? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	43	43	39	39	43	32
	Q2-3 Did it help you agree clear objectives for your work? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	66	67	66	62	67	54
	Q2-4 Did you agree a Personal Development Plan (PDP) or equivalent? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	84	84	83	79	84	79
	Q2-5 Have you received, or expect to receive, the training that was identified in that plan? (based on the number of respondents answering 'Yes' to Q2-4)	76	77	75	71	77	65
Involved in Decisions	Q3-1 Staff are always consulted about changes at work	28	29	26	23	29	16
	Q3-2 I have sufficient opportunities to put forward new ideas or suggestions for improvement in my workplace	53	54	49	45	54	35
	Q3-3 I am confident my ideas or suggestions would be listened to	41	42	37	33	42	25
	Q3-4 I have a choice in deciding what I do at work	40	40	38	33	40	27
Treated Fairly and Consistently, with Dignity and Respect in an Environment where Diversity is Valued	Q4-1 My line manager encourages me at work	63	63	59	56	64	47
	Q4-2 I get the help and support I need from colleagues	79	79	76	72	80	67
	Q4-3 My health board acts fairly and offers equality of opportunity with regard to career progression/promotion	62	59	44	49	63	40
	Q4-4 During the past 12 months while working for my health board, I have not experienced unfair discrimination from my manager?	93	94	92	80	93	85
	Q4-5 During the past 12 months while working for my health board, I have not experienced unfair discrimination from any colleagues?	92	93	92	81	93	85
	Q4-6 Did you report the unfair discrimination you experienced? (based on the number of respondents who have experienced discrimination in the last 12 months)	34	35	34	40	34	29
	Q4-7 Were you satisfied with the response you received? (based on the number of respondents who had reported being discriminated against in the last 12 months)	29	26	27	25	30	23

Appendix E - Results by Employment and Socio-Demographic Groups - Disability

Table 8 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	60681	55077	44389	Disability		
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	2100	55331	2446
					Disability	No Disability	Prefer not to say
Provided with a Continuously Improving and Safe Working Environment Promoting the Health and Wellbeing of Staff, Patients and the Wider Community	Q5-1 I can meet all the conflicting demands on my time at work	46	45	42	45	47	35
	Q5-2 There are enough staff for me to do my job properly	33	33	31	30	34	23
	Q5-3 I believe it is safe to speak up and challenge the way things are done if I have concerns about quality, negligence or wrongdoing by staff	56	57	52	44	58	36
	Q5-4 Have you had any health and safety training paid for or provided by your health board? E.g. Fire training, manual handling etc.	79	80	82	75	80	75
	Q5-5 During the last 12 months while working for my health board, I have not experienced bullying/harassment from my manager?	92	91	89	81	93	84
	Q5-6 During the past 12 months while working for my health board, I have not experienced bullying/harassment from any colleagues?	87	85	85	75	87	77
	Q5-7 Did you report the bullying/harassment you experienced? (based on the number of respondents who have experienced bullying/harassment in the last 12 months)	37	37	36	42	37	30
	Q5-8 Were you satisfied with the response you received? (based on the number of respondents who had reported being bullied/harassed in the last 12 months)	36	37	37	27	38	26
	Q5-10 During the past 12 months while working for my health board, I have not experienced emotional/verbal abuse from patients/service users or other members of the public?	66	67	68	59	66	60
	Q5-11 During the past 12 months while working for my health board, I have not experienced physical violence from patients/service users or other members of the public?	92	92	91	91	92	90
	Q5-12 Those who experienced emotional/verbal abuse/physical violence who said it was not of a discriminatory nature	91	91	91	87	92	89
	Q5-13 Did you report the emotional/verbal abuse or physical violence you experienced? (based on the number of respondents who have experienced physical violence from patients/service users or other members of the public in the last 12 months)	47	50	50	50	47	42
	Q5-14 Were you satisfied with the response you received? (based on the number of respondents who had reported they had been subject to emotional/verbal abuse / physical violence from patients/service users or other members of the public in the last 12 months)	67	67	66	59	69	50
	General	Q6-1 Care of patients/service users is my health board's top priority	67	67	55	62	67
Q6-2 I am able to do my job to a standard I am personally pleased with		67	68	63	61	68	53
Q6-3 I am happy to go the 'extra mile' at work when required		89	90	87	86	90	78
Q6-4 I would recommend my workplace as a good place to work		59	61	50	49	61	38
Q6-5 I still intend to be working with my health board in 12 months time		77	79	75	72	78	63
Q6-6 I am satisfied with the sense of achievement I get from work		63	63	60	55	64	45
Q6-7 I have confidence and trust in my direct line manager		79			71	80	67
Q6-8 I feel senior managers responsible for the wider organisation are sufficiently visible		53			45	54	38

Appendix E - Results by Employment and Socio-Demographic Groups - Gender Reassignment

Table 9 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	60681	55077	44389	Gender Reassignment		
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	98	56339	2923
Well Informed	Q1-1 I am kept well informed about what is happening in my health board	55	56	48			
	Q1-2 My line manager communicates effectively with me	63	63	61			
	Q1-3 When changes are made at work, I am clear how they will work out in practice	40	41	39	41	56	38
	Q1-4 I am clear what my duties and responsibilities are	85	86	83	50	64	50
	Q1-5 I understand how my work fits into the overall aims of my health board	77	78	66	32	41	25
				72	86	76	
				57	78	63	
Appropriately Trained and Developed	Q2-1 In the last 12 months, have you had a Knowledge and Skills Framework (KSF) development review, performance review, appraisal, Personal Development Plan meeting or equivalent? ('Yes, KSF development review', 'Yes, other type of performance review, appraisal, Personal Development Plan meeting or equivalent' & 'Yes, but type of review unclear')	74	75	73	75	74	74
	Q2-2 Did it help you to improve how you do your job? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	43	43	39	35	43	29
	Q2-3 Did it help you agree clear objectives for your work? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	66	67	66	52	67	52
	Q2-4 Did you agree a Personal Development Plan (PDP) or equivalent? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	84	84	83	72	84	80
	Q2-5 Have you received, or expect to receive, the training that was identified in that plan? (based on the number of respondents answering 'Yes' to Q2-4)	76	77	75	69	77	66
Involved in Decisions	Q3-1 Staff are always consulted about changes at work	28	29	26	22	29	16
	Q3-2 I have sufficient opportunities to put forward new ideas or suggestions for improvement in my workplace	53	54	49	44	54	37
	Q3-3 I am confident my ideas or suggestions would be listened to	41	42	37	34	42	26
	Q3-4 I have a choice in deciding what I do at work	40	40	38	32	40	30
Treated Fairly and Consistently, with Dignity and Respect in an Environment where Diversity is Valued	Q4-1 My line manager encourages me at work	63	63	59	48	63	49
	Q4-2 I get the help and support I need from colleagues	79	79	76	67	80	71
	Q4-3 My health board acts fairly and offers equality of opportunity with regard to career progression/promotion	62	59	44	41	63	41
	Q4-4 During the past 12 months while working for my health board, I have not experienced unfair discrimination from my manager?	93	94	92	79	93	88
	Q4-5 During the past 12 months while working for my health board, I have not experienced unfair discrimination from any colleagues?	92	93	92	78	92	87
	Q4-6 Did you report the unfair discrimination you experienced? (based on the number of respondents who have experienced discrimination in the last 12 months)	34	35	34	36	34	31
	Q4-7 Were you satisfied with the response you received? (based on the number of respondents who had reported being discriminated against in the last 12 months)	29	26	27	40	30	21

Appendix E - Results by Employment and Socio-Demographic Groups - Gender Reassignment

Table 9 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups. Note:

Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Gender Reassignment		
		NHSScotland 2015	NHSScotland 2014	NHSScotland 2013	98	56339	2923
Provided with a Continuously Improving and Safe Working Environment Promoting the Health and Wellbeing of Staff, Patients and the Wider Community	Q5-1 I can meet all the conflicting demands on my time at work	46	45	42	55	47	34
	Q5-2 There are enough staff for me to do my job properly	33	33	31	36	34	23
	Q5-3 I believe it is safe to speak up and challenge the way things are done if I have concerns about quality, negligence or wrongdoing by staff	56	57	52	47	57	39
	Q5-4 Have you had any health and safety training paid for or provided by your health board? E.g. Fire training, manual handling etc.	79	80	82	68	80	76
	Q5-5 During the last 12 months while working for my health board, I have not experienced bullying/harassment from my manager?	92	91	89	80	92	86
	Q5-6 During the past 12 months while working for my health board, I have not experienced bullying/harassment from any colleagues?	87	85	85	76	87	80
	Q5-7 Did you report the bullying/harassment you experienced? (based on the number of respondents who have experienced bullying/harassment in the last 12 months)	37	37	36	31	37	30
	Q5-8 Were you satisfied with the response you received? (based on the number of respondents who had reported being bullied/harassed in the last 12 months)	36	37	37	30	37	22
	Q5-10 During the past 12 months while working for my health board, I have not experienced emotional/verbal abuse from patients/service users or other members of the public?	66	67	68	55	66	60
	Q5-11 During the past 12 months while working for my health board, I have not experienced physical violence from patients/service users or other members of the public?	92	92	91	89	92	90
	Q5-12 Those who experienced emotional/verbal abuse/physical violence who said it was not of a discriminatory nature	91	91	91	69	91	88
	Q5-13 Did you report the emotional/verbal abuse or physical violence you experienced? (based on the number of respondents who have experienced physical violence from patients/service users or other members of the public in the last 12 months)	47	50	50	52	47	43
	Q5-14 Were you satisfied with the response you received? (based on the number of respondents who had reported they had been subject to emotional/verbal abuse / physical violence from patients/service users or other members of the public in the last 12 months)	67	67	66	50	68	53
	General	Q6-1 Care of patients/service users is my health board's top priority	67	67	55	52	67
Q6-2 I am able to do my job to a standard I am personally pleased with		67	68	63	63	68	53
Q6-3 I am happy to go the 'extra mile' at work when required		89	90	87	70	90	79
Q6-4 I would recommend my workplace as a good place to work		59	61	50	41	60	39
Q6-5 I still intend to be working with my health board in 12 months time		77	79	75	69	78	64
Q6-6 I am satisfied with the sense of achievement I get from work		63	63	60	52	63	46
Q6-7 I have confidence and trust in my direct line manager		79			69	80	68
Q6-8 I feel senior managers responsible for the wider organisation are sufficiently visible		53			44	54	36

Appendix E - Results by Employment and Socio-Demographic Groups - Caring Responsibilities

Table 10 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

Section	Question	Total number of respondents			Caring Responsibilities		
		60681 NHSScotland 2015	55077 NHSScotland 2014	44389 NHSScotland 2013	25641 Caring Responsibilities	31583 No Caring Responsibilities	2776 Prefer not to answer
Well Informed	Q1-1 I am kept well informed about what is happening in my health board	55	56	48	56	56	38
	Q1-2 My line manager communicates effectively with me	63	63	61	64	64	47
	Q1-3 When changes are made at work, I am clear how they will work out in practice	40	41	39	40	42	25
	Q1-4 I am clear what my duties and responsibilities are	85	86	83	85	86	75
	Q1-5 I understand how my work fits into the overall aims of my health board	77	78	66	78	78	65
Appropriately Trained and Developed	Q2-1 In the last 12 months, have you had a Knowledge and Skills Framework (KSF) development review, performance review, appraisal, Personal Development Plan meeting or equivalent? ('Yes, KSF development review', 'Yes, other type of performance review, appraisal, Personal Development Plan meeting or equivalent' & 'Yes, but type of review unclear')	74	75	73	75	74	73
	Q2-2 Did it help you to improve how you do your job? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	43	43	39	42	44	31
	Q2-3 Did it help you agree clear objectives for your work? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	66	67	66	66	68	54
	Q2-4 Did you agree a Personal Development Plan (PDP) or equivalent? (based on the number of respondents answering 'Yes' to all types of review/appraisal in Q2-1)	84	84	83	85	84	78
	Q2-5 Have you received, or expect to receive, the training that was identified in that plan? (based on the number of respondents answering 'Yes' to Q2-4)	76	77	75	76	78	65
Involved in Decisions	Q3-1 Staff are always consulted about changes at work	28	29	26	27	30	17
	Q3-2 I have sufficient opportunities to put forward new ideas or suggestions for improvement in my workplace	53	54	49	53	54	36
	Q3-3 I am confident my ideas or suggestions would be listened to	41	42	37	42	42	26
	Q3-4 I have a choice in deciding what I do at work	40	40	38	40	41	28
Treated Fairly and Consistently with Diversity Environment where Diversity is Valued	Q4-1 My line manager encourages me at work	63	63	59	63	64	46
	Q4-2 I get the help and support I need from colleagues	79	79	76	80	80	67
	Q4-3 My health board acts fairly and offers equality of opportunity with regard to career progression/promotion	62	59	44	62	64	40
	Q4-4 During the past 12 months while working for my health board, I have not experienced unfair discrimination from my manager?	93	94	92	92	94	87
	Q4-5 During the past 12 months while working for my health board, I have not experienced unfair discrimination from any colleagues?	92	93	92	92	92	87
	Q4-6 Did you report the unfair discrimination you experienced? (based on the number of respondents who have experienced discrimination in the last 12 months)	34	35	34	35	34	29
	Q4-7 Were you satisfied with the response you received? (based on the number of respondents who had reported being discriminated against in the last 12 months)	29	26	27	28	31	23

Appendix E - Results by Employment and Socio-Demographic Groups - Caring Responsibilities

Table 10 - Percentage of positive responses to questions relating to the overall experience of working for NHSScotland, by employment and socio-demographic groups.

Note: Sub questions for Q4-8 A to F, Q5-9 A to F and Q5-15 A to F are not reported here due to the complexity of presenting the multiple reasons for not reporting.

Responses to negatively-phrased questions have been treated in reverse to allow direct comparison with positively-worded questions.

There may be variation up to 1% when compared to the Frequency Data due to rounding.

		Total number of respondents			Caring Responsibilities			
		60681	55077	44389	25641	31583	2776	
		IHSScotland 2015	IHSScotland 2014	IHSScotland 2013	Caring Responsibilities	No Caring Responsibilities	Prefer not to answer	
Provided with a Continuously Improving and Safe Working Environment Promoting the Health and Wellbeing of Staff, Patients and the Wider Community	Question							
		Q5-1 I can meet all the conflicting demands on my time at work	46	45	42	44	49	34
		Q5-2 There are enough staff for me to do my job properly	33	33	31	32	35	23
		Q5-3 I believe it is safe to speak up and challenge the way things are done if I have concerns about quality, negligence or wrongdoing by staff	56	57	52	57	58	36
		Q5-4 Have you had any health and safety training paid for or provided by your health board? E.g. Fire training, manual handling etc.	79	80	82	80	79	75
		Q5-5 During the last 12 months while working for my health board, I have not experienced bullying/harassment from my manager?	92	91	89	91	93	85
		Q5-6 During the past 12 months while working for my health board, I have not experienced bullying/harassment from any colleagues?	87	85	85	86	88	80
		Q5-7 Did you report the bullying/harassment you experienced? (based on the number of respondents who have experienced bullying/harassment in the last 12 months)	37	37	36	37	37	30
		Q5-8 Were you satisfied with the response you received? (based on the number of respondents who had reported being bullied/harassed in the last 12 months)	36	37	37	36	37	24
		Q5-10 During the past 12 months while working for my health board, I have not experienced emotional/verbal abuse from patients/service users or other members of the public?	66	67	68	64	68	64
		Q5-11 During the past 12 months while working for my health board, I have not experienced physical violence from patients/service users or other members of the public?	92	92	91	91	92	92
		Q5-12 Those who experienced emotional/verbal abuse/physical violence who said it was not of a discriminatory nature	91	91	91	91	91	88
		Q5-13 Did you report the emotional/verbal abuse or physical violence you experienced? (based on the number of respondents who have experienced physical violence from patients/service users or other members of the public in the last 12 months)	47	50	50	47	48	41
		Q5-14 Were you satisfied with the response you received? (based on the number of respondents who had reported they had been subject to emotional/verbal abuse / physical violence from patients/service users or other members of the public in the last 12 months)	67	67	66	67	69	53
	General	Q6-1 Care of patients/service users is my health board's top priority	67	67	55	66	68	53
Q6-2 I am able to do my job to a standard I am personally pleased with		67	68	63	66	69	53	
Q6-3 I am happy to go the 'extra mile' at work when required		89	90	87	90	90	79	
Q6-4 I would recommend my workplace as a good place to work		59	61	50	59	61	38	
Q6-5 I still intend to be working with my health board in 12 months time		77	79	75	79	77	63	
Q6-6 I am satisfied with the sense of achievement I get from work		63	63	60	62	64	45	
Q6-7 I have confidence and trust in my direct line manager		79			79	80	66	
Q6-8 I feel senior managers responsible for the wider organisation are sufficiently visible		53			53	54	38	

Appendix F: Comparison with Previous Surveys

Table F1: Comparison with previous NHSScotland Staff Surveys (percentage of positive responses)

^Q Indicates a difference in question wording from the 2015 survey. N/A indicates that direct comparison for this question was not possible.

Question		2006	2008	2010	2013	2014	2015
Overall Experience							
Q6-1	Care of patients/service users is my health board's top priority	N/A	N/A	63	55	67	67
Q6-2	I am able to do my job to a standard I am personally pleased with	N/A	N/A	70	63	68	67
Q6-3	I am happy to go the 'extra mile' at work when required	N/A	85	88	87	90	89
Q6-4	I would recommend my workplace as a good place to work	43 ^Q	55	58	50	61	59
Q6-5	I still intend to be working with my health board in 12 months' time	70	77	79	75	79	77
Q6-6	I am satisfied with the sense of achievement I get from work	N/A	N/A	71 ^Q	60	63	63
Well Informed							
Q1-1	I am kept well informed about what is happening in my health board	41	49	58	48	56	55
Q1-2	My line manager communicates effectively with me	59 ^Q	N/A	62	61	63	63
Q1-3	When changes are made at work, I am clear how they will work out in practice	N/A	N/A	41	39	41	40
Q1-4	I am clear what my duties and responsibilities are	80 ^Q	80 ^Q	85	83	86	85
Q1-5	I understand how my work fits into the overall aims of my health board	N/A	N/A	76	66	78	77
Appropriately Trained and Developed							
Q2-1	In the last 12 months, have you had a KSF development review, performance review, appraisal, PDP meeting or equivalent?	47 ^Q	49 ^Q	70	73	75	74
Q2-2	Did it help you to improve how you do your job?	N/A	N/A	44	39	43	43
Q2-3	Did it help you agree clear objectives for your work?	N/A	N/A	72	66	67	66
Q2-4	Did you agree a Personal Development Plan or equivalent?	N/A	N/A	87	83	84	84
Q2-5	Have you received, or do you expect to receive, the training that was identified in that plan?	N/A	N/A	77	75	77	76
Involved in Decisions							
Q3-1	Staff are always consulted about changes at work	N/A	N/A	27	26	29	28
Q3-2	I have sufficient opportunities to put forward new ideas or suggestions for improvement in my workplace	33 ^Q	49 ^Q	51	49	54	53
Q3-3	I am confident my ideas or suggestions would be listened to	29	45	39	37	42	41
Q3-4	I have a choice in deciding what I do at work	N/A	N/A	42	38	40	40

Table F1 (cont): Comparison with previous NHSScotland Staff Surveys (percentage of positive responses)

^Q Indicates a difference in question wording from the 2015 survey. N/A indicates that direct comparison for this question was not possible.

Question		2006	2008	2010	2013	2014	2015
Treated fairly and consistently, with dignity and respect, in an environment where diversity is valued							
Q4-1	My line manager encourages me at work	N/A	N/A	62	59	63	63
Q4-2	I get the help and support I need from colleagues	74 ^Q	76 ^Q	79	76	79	79
Q4-3	My health board acts fairly and offers equality of opportunity with regard to career progression / promotion	45 ^Q	62 ^Q	59 ^Q	44	59	62
Q4-4	During the past 12 months while working for your health board have you experienced unfair discrimination from your manager?	N/A	N/A	91 ^Q	92	94	93
Q4-5	During the past 12 months while working for your health board have you experienced unfair discrimination from other colleagues?	N/A	N/A	92 ^Q	92	93	92
Q4-6	Did you report the unfair discrimination you experienced?	N/A	N/A	32 ^Q	34	35	34
Q4-7	Were you satisfied with the response you received?	N/A	N/A	N/A	27	26	29
Q4-8	I did not report the discrimination because:						
a)	I felt nothing would happen	N/A	N/A	N/A	91	90	91
b)	I was unaware of how to report it	N/A	N/A	N/A	26	26	26
c)	I thought it would take too much time to report it	N/A	N/A	N/A	56	33	32
d)	I feared what would happen if it did report it	N/A	N/A	N/A	80	79	79
e)	I thought it would take too long for anything to be done about it	N/A	N/A	N/A	56	57	56
f)	I was concerned about confidentiality	N/A	N/A	N/A	80	80	79

Table F1 (cont): Comparison with previous NHSScotland Staff Surveys (percentage of positive responses)

^Q Indicates a difference in question wording from the 2015 survey. N/A indicates that direct comparison for this question was not possible.

Question		2006	2008	2010	2013	2014	2015
Provided with a continuously improving and safe working environment, promoting the health and wellbeing of staff, patients and the wider community							
Q5-1	I can meet all the conflicting demands on my time at work	N/A	N/A	N/A	42	45	46
Q5-2	There are enough staff for me to do my job properly	34 ^Q	N/A	28	31	33	33
Q5-3	I believe it is safe to speak up and challenge the way things are done if I have concerns about quality, negligence or wrongdoing by staff	N/A	N/A	50	52	57	56
Q5-4	Have you had any Health & Safety training paid for or provided by your health board?	N/A	N/A	82	84	80	79
Q5-5	During the past 12 months while working for your health board have you experienced bullying/harassment from your manager?	N/A	N/A	90 ^Q	89	91	92
Q5-6	During the past 12 months while working for your health board have you experienced bullying/harassment from other colleagues?	N/A	N/A	87 ^Q	85	85	87
Q5-7	Did you report the bullying / harassment you experienced?	N/A	N/A	33 ^Q	36	37	37
Q5-8	Were you satisfied with the response you received?	N/A	N/A	N/A	37	37	36
Q5-9	I did not report the bullying/harassment because						
a)	I felt nothing would happen	N/A	N/A	N/A	87	87	87
b)	I was unaware of how to report it	N/A	N/A	N/A	20	20	19
c)	I thought it would take too much time to report it	N/A	N/A	N/A	28	27	27
d)	I feared what would happen if it did report it	N/A	N/A	N/A	80	78	79
e)	I thought it would take too long for anything to be done about it	N/A	N/A	N/A	50	49	49
f)	I was concerned about confidentiality	N/A	N/A	N/A	78	76	77
Q5-10	During the past 12 months while working for your health board have you experienced emotional/verbal abuse from patients/service users or other members of the public?	N/A	N/A	N/A	68	67	66
Q5-11	During the past 12 months while working for your health board have you experienced physical violence from patients/service users or other members of the public?	N/A	N/A	N/A	91	92	92
Q5-12	Was it discriminatory in nature?	N/A	N/A	N/A	91	91	91
Q5-13	Did you report the emotional/verbal abuse or physical violence you experienced?	N/A	N/A	N/A	50	50	47
Q5-14	Were you satisfied with the response you received?	N/A	N/A	N/A	66	67	67
Q5-15	I did not report the emotional/verbal abuse or physical violence because						
a)	I felt nothing would happen	N/A	N/A	N/A	64	61	61
b)	I was unaware of how to report it	N/A	N/A	N/A	14	14	14
c)	I thought it would take too much time to report it	N/A	N/A	N/A	36	37	36
d)	I feared what would happen if it did report it	N/A	N/A	N/A	16	14	15
e)	I thought it would take too long for anything to be done about it	N/A	N/A	N/A	37	32	33
f)	I was concerned about confidentiality	N/A	N/A	N/A	24	21	22



© Crown copyright 2015

You may re-use this information (excluding logos and images) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence/> or e-mail: psi@nationalarchives.gsi.gov.uk.

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

ISBN: 978-1-78544-870-6 (web only)

Published by the Scottish Government, November 2015

The Scottish Government
St Andrew's House
Edinburgh
EH1 3DG

Produced for the Scottish Government by APS Group Scotland, 21 Tennant Street, Edinburgh EH6 5NA
PPDAS61138 (11/15)

w w w . s c o t l a n d . g o v . u k